

# **TRICARE Outpatient Satisfaction Survey (TROSS)**

## **Provider Region West**

### **Annual Report**

**May 2008 – April 2009**

**TRICARE Management Activity  
Health Program Analysis and Evaluation  
5111 Leesburg Pike, Five Skyline Place  
Falls Church, VA 22041**

**Prepared by**



Altarum Institute  
Ann Arbor, MI / Alexandria, VA



Synovate  
Public Sector and Healthcare Services  
Research Group  
Chicago, IL / Falls Church, VA

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# **Purchased Care Provider Region West**

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**Section 1:**  
**Executive Summary and Key Findings**



## **Executive Summary and Key Findings**

### **Executive Summary**

The TRICARE Outpatient Satisfaction Survey (TROSS) reports on experiences of beneficiaries who receive outpatient care from the Military Health System Direct Care (DC) military treatment facilities (MTFs) and through its civilian network of providers, also known as Purchased Care (PC).

The survey includes questions from the Clinician and Group Consumer Assessment of Healthcare Providers and Systems (C&G CAHPS®) survey instrument where adults and sponsors of children are asked about either their or their child's recent experiences as an outpatient, specifically focusing on: (1) access to care, (2) doctor or provider communication and courtesy, (3) effectiveness of the clerks/receptionists at the doctor's office, and (4) overall satisfaction with TRICARE. Administration guidelines follow the most current instructions from the CAHPS Quality Assurance Guidelines.

The 2009 Purchased Care system had 38.1 million encounters. The 2009 Purchased Care sample consisted of 219,050 TRICARE beneficiaries receiving care at an MHS civilian provider. Of the total number sampled, 57,675 responded to the mail survey for an overall Purchased Care AAPOR response rate of 28.0%. The Purchase Care report is broken out by provider region and includes further breakouts by military treatment facility service areas.

This report summarizes the satisfaction of beneficiaries who received care in Provider Region West between May 1, 2008 and April 30, 2009. Statistical comparisons to the 2009 Purchased Care Civilian Benchmark are provided. For Provider Region West, 61,776 beneficiaries received a survey and 16,244 beneficiaries responded. The AAPOR response rate for Provider Region West was 28.1%. Details on the full survey are included in Appendix A: Methodology Report.

The 2009 Civilian Benchmark is derived from a random sample selected from Synovate's Consumer Opinion Panel, which is a cross-section of American households. The panel members completed the same questionnaire used on the TROSS. The results of the Civilian Benchmark survey are adjusted to match the beneficiary population in terms of gender, age, and type of care.

## Highlights of Results

**Military Health System Overall:** For both of the key indicators of satisfaction (*Overall rating of health care* and *Overall rating of provider*) the MHS is significantly different from the MHS Wide Civilian Benchmark. Fifty percent (50%) of MHS beneficiaries rated their health care with a 9 or 10, compared with 53% of Civilian respondents rating their overall health care with a 9 or 10. Eighty-six percent (86%) of MHS beneficiaries rated their provider with an 8, 9, or 10, compared with Civilian respondents, of whom 83% rated their provider with an 8, 9, or 10. MHS satisfaction is significantly higher than MHS Wide Civilian Benchmark for all CAHPS Composites: *Access to Care*, *Doctors Communicate*, and *Office Staff*. MHS satisfaction is also significantly higher than the MHS Civilian Benchmark for *Timely appt for routine care* and *Talk about prescriptions*. Between Direct and Purchased Care networks, Direct Care beneficiaries are less satisfied with their care. Among beneficiary categories, Active Duty are the least satisfied and Retirees and Family Members 65+ are the most satisfied in their outpatient care. Overall, MHS Wide outpatient satisfaction scores increased from 2008 to 2009 (46% to 50%).

**Purchased Care Results:** For both of the key indicators of satisfaction (*Overall rating of health care* and *Overall rating of provider*) the Purchased Care network is significantly higher than the Purchased Care Civilian Benchmark. Sixty percent (60%) of Purchased Care beneficiaries rated their health care with a 9 or 10, compared with Civilian respondents, of whom 58% rated their overall health care with a 9 or 10. Eighty-nine percent (89%) of Purchased Care beneficiaries rated their provider with an 8, 9, or 10, compared with Civilian respondents, of whom 87% rated their provider with an 8, 9, or 10. This trend is consistent across the Provider Regions and the USFHP. Purchased Care satisfaction is significantly higher than Civilian Benchmark for all CAHPS Composites and Balanced Scorecard questions. This pattern is also consistent across the Provider Regions and the USFHP. Purchased Care satisfaction is significantly higher than the Civilians (67% vs. 63%) for *Talk about prescriptions*. Among beneficiary categories, Retirees and Family Members 65+ are the most satisfied in their outpatient care. Overall, the Purchased Care outpatient satisfaction scores increased from 2008 to 2009 (56% to 60%).

**Provider Region West Results:** Similar to Purchased Care beneficiaries, for *Overall rating of provider*, 89% of Provider Region West beneficiaries rated their provider with an 8, 9, or 10, compared with Civilian respondents, of whom 87% rated their provider with an 8, 9, or 10. Provider Region West satisfaction is significantly higher than Civilian Benchmark for all CAHPS Composites, as well as for *Doctor knew your important medical hx*, *Timely appt for routine care*, and *Get results on test or X-ray*. Provider Region West beneficiary satisfaction is significantly higher than the Civilians (66% vs. 63%) for *Talk about prescriptions*.



## TRICARE Outpatient Satisfaction Survey

### MHS Wide 2009 Report - May 2008 through April 2009 Encounters

	MHS Wide 2009 Overall	Direct Care	Purchased Care	Primary Care	Specialty Care	Active Duty	Active Duty Family Members	Retirees & Family Members Under 65	Retirees & Family Members 65+	MHS Wide Civilian Benchmark <sup>1</sup>	MHS Wide 2008 Overall
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#### Overall Satisfaction

Overall rating of health care <sup>2</sup>	<b>50%</b>	<b>33%</b>	<b>60%</b>	52%	<b>48%</b>	<b>27%</b>	<b>38%</b>	51%	<b>72%</b>	53%	46%
Overall rating of provider	<b>86%</b>	78%	<b>89%</b>	<b>85%</b>	<b>86%</b>	<b>77%</b>	<b>79%</b>	<b>87%</b>	<b>93%</b>	83%	84%

#### CAHPS Composites

Access to Care	<b>70%</b>	<b>55%</b>	<b>76%</b>	<b>70%</b>	<b>71%</b>	<b>58%</b>	65%	<b>72%</b>	<b>78%</b>	67%	70%
Doctors Communicate	<b>84%</b>	79%	<b>87%</b>	<b>84%</b>	<b>85%</b>	<b>78%</b>	<b>80%</b>	<b>86%</b>	<b>89%</b>	81%	83%
Office Staff	<b>83%</b>	72%	<b>88%</b>	<b>81%</b>	<b>84%</b>	<b>72%</b>	<b>74%</b>	<b>84%</b>	<b>92%</b>	76%	81%

#### DoD Composites

Feelings Toward MHS	57%	43%	63%	58%	56%	37%	43%	55%	75%	N/A	53%
Mental Health Care	66%	58%	71%	66%	66%	57%	59%	68%	82%	N/A	64%

#### Balanced Scorecard

Ease making appt by phone	<b>93%</b>	<b>83%</b>	<b>97%</b>	<b>92%</b>	<b>94%</b>	<b>86%</b>	<b>87%</b>	95%	<b>98%</b>	95%	92%
Overall rating of health care <sup>2</sup>	<b>70%</b>	<b>54%</b>	79%	<b>72%</b>	<b>68%</b>	<b>48%</b>	<b>60%</b>	74%	<b>88%</b>	75%	66%
Doctor knew your important medical hx	77%	<b>65%</b>	<b>82%</b>	76%	77%	<b>65%</b>	<b>68%</b>	<b>79%</b>	<b>86%</b>	76%	75%
Timely appt for routine care	<b>79%</b>	<b>61%</b>	<b>86%</b>	<b>79%</b>	<b>80%</b>	<b>63%</b>	<b>71%</b>	<b>81%</b>	<b>88%</b>	77%	78%
Get results on test or X-ray	76%	<b>60%</b>	<b>83%</b>	76%	77%	<b>63%</b>	<b>66%</b>	<b>77%</b>	<b>85%</b>	75%	74%

#### DoD Wide

Saw my provider when needed	80%	65%	86%	80%	79%	66%	71%	81%	90%	N/A	N/A
# days from appt to visit (Same day)	20%	20%	20%	26%	13%	21%	26%	18%	18%	N/A	N/A
# days from appt to visit (1 to 7 days)	52%	45%	55%	53%	49%	46%	45%	53%	57%	N/A	N/A
# days from appt to visit (8 to 30 days)	24%	32%	20%	18%	32%	30%	25%	24%	20%	N/A	N/A
# days from appt to visit (31 days +)	4%	3%	5%	3%	6%	3%	4%	4%	5%	N/A	N/A
Overall satisfaction of care	86%	80%	88%	86%	86%	80%	83%	87%	90%	N/A	N/A
Take prescription medicine	86%	82%	88%	90%	82%	79%	80%	91%	91%	N/A	N/A
Talk about prescriptions	<b>66%</b>	<b>64%</b>	<b>67%</b>	<b>70%</b>	<b>60%</b>	63%	<b>66%</b>	<b>68%</b>	<b>66%</b>	62%	N/A

<sup>1</sup> Numbers in bold represent statistically significant differences, at the 95% confidence level, from the 2009 MHS Wide Civilian Benchmark score

<sup>2</sup> All rating question scales are 0-10, 10 = best possible score. Overall rating of health care is reported using two methods to calculate the score. Under the Overall Satisfaction section, this rating question score is calculated using the CAHPS method by combining the percentage of individuals who rated health care 9 or 10. For the Balanced Scorecard section, this rating question is calculated using a combined percentage of individuals who rated health care with 8 or higher.

## TRICARE Outpatient Satisfaction Survey

### Purchased Care 2009 Report - May 2008 through April 2009 Encounters

	Purchased Care 2009 Overall	North	South	West	USFHP	Active Duty	Active Duty Family Members	Retirees & Family Members Under 65	Retirees & Family Members 65+	Purchased Care Civilian Benchmark <sup>1</sup>	Purchased Care 2008 Overall
<b>Overall Satisfaction</b>											
Overall rating of health care <sup>2</sup>	<b>60%</b>	59%	<b>61%</b>	59%	<b>72%</b>	<b>32%</b>	<b>45%</b>	<b>53%</b>	<b>72%</b>	58%	56%
Overall rating of provider	<b>89%</b>	<b>89%</b>	<b>89%</b>	<b>89%</b>	<b>92%</b>	<b>82%</b>	<b>82%</b>	<b>88%</b>	<b>93%</b>	87%	88%
<b>CAHPS Composites</b>											
Access to Care	<b>76%</b>	<b>78%</b>	<b>75%</b>	<b>76%</b>	<b>78%</b>	72%	<b>74%</b>	<b>75%</b>	<b>79%</b>	71%	76%
Doctors Communicate	<b>87%</b>	<b>88%</b>	<b>87%</b>	<b>87%</b>	<b>88%</b>	83%	83%	<b>87%</b>	<b>89%</b>	84%	87%
Office Staff	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>89%</b>	<b>84%</b>	80%	<b>86%</b>	<b>92%</b>	80%	87%
<b>DoD Composites</b>											
Feelings Toward MHS	63%	61%	64%	63%	74%	40%	46%	55%	75%	N/A	59%
Mental Health Care	71%	72%	70%	72%	73%	57%	60%	68%	83%	N/A	70%
<b>Balanced Scorecard</b>											
Ease making appt by phone	<b>97%</b>	97%	<b>97%</b>	<b>97%</b>	97%	<b>94%</b>	<b>93%</b>	97%	<b>98%</b>	96%	96%
Overall rating of health care <sup>2</sup>	79%	79%	80%	79%	<b>87%</b>	<b>54%</b>	<b>66%</b>	<b>75%</b>	<b>89%</b>	79%	75%
Doctor knew your important medical hx	<b>82%</b>	<b>83%</b>	<b>82%</b>	<b>81%</b>	<b>85%</b>	<b>73%</b>	<b>74%</b>	<b>81%</b>	<b>86%</b>	79%	81%
Timely appt for routine care	<b>86%</b>	<b>87%</b>	<b>87%</b>	<b>85%</b>	<b>90%</b>	80%	82%	<b>85%</b>	<b>89%</b>	81%	87%
Get results on test or X-ray	<b>83%</b>	<b>82%</b>	<b>83%</b>	<b>82%</b>	<b>86%</b>	77%	<b>74%</b>	<b>81%</b>	<b>86%</b>	78%	81%
<b>DoD Wide</b>											
Saw my provider when needed	86%	86%	87%	85%	91%	75%	80%	83%	91%	N/A	N/A
# days from appt to visit (Same day)	20%	22%	20%	19%	20%	18%	30%	19%	18%	N/A	N/A
# days from appt to visit (1 to 7 days)	55%	52%	56%	55%	58%	52%	47%	55%	57%	N/A	N/A
# days from appt to visit (8 to 30 days)	20%	21%	19%	21%	18%	27%	19%	21%	19%	N/A	N/A
# days from appt to visit (31 days +)	5%	5%	5%	5%	4%	4%	3%	5%	5%	N/A	N/A
Overall satisfaction of care	88%	88%	88%	88%	92%	84%	85%	87%	90%	N/A	N/A
Take prescription medicine	88%	88%	90%	86%	92%	83%	81%	90%	90%	N/A	N/A
Talk about prescriptions	<b>67%</b>	<b>67%</b>	<b>67%</b>	<b>66%</b>	<b>70%</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>	<b>66%</b>	63%	N/A

<sup>1</sup> Numbers in bold represent statistically significant differences, at the 95% confidence level, from the 2009 MHS Wide Civilian Benchmark score

<sup>2</sup> All rating question scales are 0-10, 10 = best possible score. Overall rating of health care is reported using two methods to calculate the score. Under the Overall Satisfaction section, this rating question score is calculated using the CAHPS method by combining the percentage of individuals who rated health care 9 or 10. For the Balanced Scorecard section, this rating question is calculated using a combined percentage of individuals who rated health care with 8 or higher.

## TRICARE Outpatient Satisfaction Survey

### Direct Care 2009 Report - May 2008 through April 2009 Encounters

	Direct Care 2009 Overall	Army	Navy	Air Force	OCONUS	Active Duty	Active Duty Family Members	Retirees & Family Members Under 65	Retirees & Family Members 65+	Direct Care Civilian Benchmark <sup>1</sup>	Direct Care 2008 Overall
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#### Overall Satisfaction

Overall rating of health care <sup>2</sup>	<b>33%</b>	<b>34%</b>	<b>32%</b>	<b>31%</b>	<b>31%</b>	<b>26%</b>	<b>31%</b>	<b>47%</b>	<b>69%</b>	44%	30%
Overall rating of provider	78%	79%	77%	78%	77%	76%	76%	<b>84%</b>	<b>92%</b>	77%	77%

#### CAHPS Composites

Access to Care	<b>55%</b>	<b>55%</b>	<b>55%</b>	<b>54%</b>	60%	<b>54%</b>	<b>52%</b>	58%	<b>70%</b>	61%	56%
Doctors Communicate	79%	<b>79%</b>	79%	79%	79%	78%	77%	<b>83%</b>	<b>89%</b>	77%	78%
Office Staff	72%	72%	70%	<b>73%</b>	72%	70%	<b>66%</b>	<b>80%</b>	<b>89%</b>	70%	71%

#### DoD Composites

Feelings Toward MHS	43%	45%	42%	42%	41%	36%	39%	53%	74%	N/A	41%
Mental Health Care	58%	57%	57%	62%	57%	57%	57%	64%	75%	N/A	56%

#### Balanced Scorecard

Ease making appt by phone	<b>83%</b>	<b>84%</b>	<b>83%</b>	<b>83%</b>	<b>84%</b>	<b>84%</b>	<b>79%</b>	<b>87%</b>	92%	94%	83%
Overall rating of health care <sup>2</sup>	<b>54%</b>	<b>55%</b>	<b>55%</b>	<b>54%</b>	<b>53%</b>	<b>48%</b>	<b>53%</b>	<b>70%</b>	<b>87%</b>	67%	52%
Doctor knew your important medical hx	<b>65%</b>	<b>67%</b>	<b>65%</b>	<b>64%</b>	<b>66%</b>	<b>63%</b>	<b>61%</b>	<b>73%</b>	<b>82%</b>	70%	64%
Timely appt for routine care	<b>61%</b>	<b>61%</b>	<b>61%</b>	<b>61%</b>	<b>65%</b>	<b>60%</b>	<b>56%</b>	<b>65%</b>	<b>76%</b>	69%	62%
Get results on test or X-ray	<b>60%</b>	<b>62%</b>	<b>59%</b>	<b>57%</b>	<b>60%</b>	<b>60%</b>	<b>55%</b>	<b>62%</b>	71%	69%	59%

#### DoD Wide

Saw my provider when needed	65%	62%	67%	67%	69%	65%	60%	69%	80%	N/A	N/A
# days from appt to visit (Same day)	20%	22%	18%	18%	21%	21%	20%	15%	16%	N/A	N/A
# days from appt to visit (1 to 7 days)	45%	42%	45%	48%	47%	45%	43%	46%	43%	N/A	N/A
# days from appt to visit (8 to 30 days)	32%	32%	33%	31%	28%	30%	33%	36%	38%	N/A	N/A
# days from appt to visit (31 days +)	3%	4%	4%	2%	3%	3%	4%	4%	3%	N/A	N/A
Overall satisfaction of care	80%	80%	81%	80%	83%	79%	80%	84%	88%	N/A	N/A
Take prescription medicine	82%	82%	80%	83%	80%	78%	79%	93%	93%	N/A	N/A
Talk about prescriptions	<b>64%</b>	<b>65%</b>	64%	63%	<b>65%</b>	62%	<b>64%</b>	<b>67%</b>	<b>69%</b>	61%	N/A

<sup>1</sup> Numbers in bold represent statistically significant differences, at the 95% confidence level, from the 2009 MHS Wide Civilian Benchmark score

<sup>2</sup> All rating question scales are 0-10, 10 = best possible score. Overall rating of health care is reported using two methods to calculate the score. Under the Overall Satisfaction section, this rating question score is calculated using the CAHPS method by combining the percentage of individuals who rated health care 9 or 10. For the Balanced Scorecard section, this rating question is calculated using a combined percentage of individuals who rated health care with 8 or higher.

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## **Section 2:**

### **Driver Analysis**



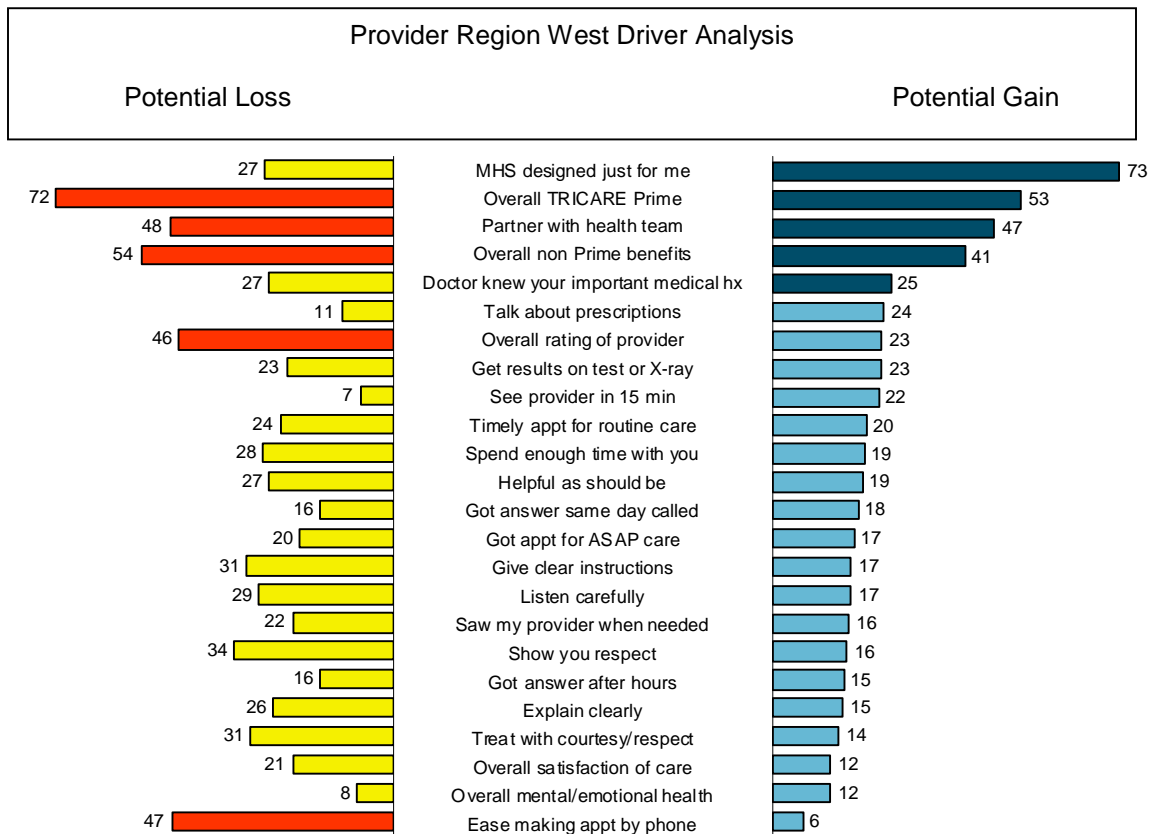
## Driver Analysis

The following analyses show which factors have the greatest impact on overall satisfaction for the Provider Region West. The factors that would increase satisfaction the most (noted in blue) are referred to as potential gain. The top five factors for potential gain in the Provider Region West include:

- It feels like the Military Health System was designed just for me
- Overall ratings of TRICARE Prime
- I am a partner with my health care team. They know and care about improving my health.
- Overall ratings of TRICARE Standard, Extra, or TRICARE for Life benefits
- Doctor knows the important information about your medical history

The factors that would have the greatest loss in satisfaction (noted in red) are referred to as potential loss. The top five attributes for potential loss in the Provider Region West Driver Analysis are:

- Overall ratings of TRICARE Prime
- Overall ratings of TRICARE Standard, Extra, or TRICARE for Life benefits
- I am a partner with my health care team. They know and care about improving my health.
- Ease of making appointment through the phone
- Overall ratings of provider



The analysis used in the driver analysis is called attributable effects. It analyzes respondent answers between one question (the dependent variable) and other survey questions. This attributable effects model focuses specifically on levels of satisfaction and uses variable association to determine a causal or “driver” relationship. The attributable effects model graphically depicts this relationship according to two measures -- potential gain and potential loss. This driver analysis provides greater insights between *Overall rating of health care* and satisfaction among 24 questions on the TROSS.

- Potential Gain is determined by making individual comparisons between the dependent variable and each related key question. It addresses the following: of the respondents who are giving low ratings to *Overall rating of health care*, what proportion would switch to high ratings of overall health care if *all* respondents rated that driver question favorably? For example, of the respondents who rated overall health care with low ratings, what proportion would give higher ratings to overall health care if *all* respondents agreed with the question, *Doctor knows the important information about your medical history*? Each question is presented in rank order for potential gain in relation to *Overall rating of health care*. *Doctor knows the important information about your medical history* received a score of 25%. This indicates that 25% of those respondents who gave a low *Overall rating of health care* would switch to a high *Overall rating of health care* if their perceptions of this attribute were improved.
- Potential Loss is determined by making individual comparisons between the dependent variable and each related key question. It addresses the following: of the respondents who are giving high ratings to *Overall rating of health care*, what proportion would switch to low ratings of overall health care if *all* respondents were low on the driver? For example, of the respondents who rated overall health care with high ratings, what proportion would give lower ratings to overall health care if *all* respondents disagreed with the question, *Ease of making appointment through the phone*? *Ease of making appointment through the phone* received a score of 47%. This indicates that 47% of those respondents who gave a high *Overall rating of health care* would switch to a low *Overall rating of health care* if their perceptions of this attribute became poor.



**Section 3:**  
**Introduction to the Methods**



## **Introduction to the Methods**

### **Purpose of the TRICARE Outpatient Satisfaction Survey**

The TRICARE Outpatient Satisfaction Survey (TROSS) is part of a stable of surveys the military health system (MHS) leadership uses to assess beneficiary satisfaction with health care services. The TROSS surveys beneficiaries who received outpatient care services at military treatment facilities (MTF) usually referred to as the Direct Care system and within the MHS network of civilian providers usually referred to as the Purchased Care system. The TROSS surveys DC beneficiaries worldwide and PC beneficiaries in the United States. Additionally, a Civilian Benchmark survey is conducted each quarter in which an external population is surveyed using survey instruments that are as similar as possible to the TROSS instruments to allow comparison of TRICARE beneficiary satisfaction to the civilian sector. Results are intended to assist with the continual military health system leadership's efforts to sustain and improve quality health care.

Results are made available primarily through an interactive Web site. The Web-based reports provide TRICARE regional offices, Services, and military treatment facility commanders with a comprehensive description of beneficiaries' satisfaction across TRICARE regions, across catchment areas, and with relevant Civilian Benchmarks. This report presents findings on 17 key questions: Overall Satisfaction, CAHPS Composites, DoD Composites, Balanced Scorecard, and DoD Wide questions.

### **Survey Methods**

Survey Population: The population for the monthly TROSS Mail Survey includes beneficiaries who received outpatient medical services from the military health system's Direct Care or Purchased Care network between May 1, 2008 and April 30, 2009. The 2009 Direct Care network had 22.8 million encounters and the Direct Care sample consisted of 293,748 TRICARE beneficiaries receiving care at military treatment facilities. The 2009 Purchased Care system had 38.1 million encounters and the Purchased Care sample consisted of 219,417 TRICARE beneficiaries receiving care at civilian network facilities. TRICARE beneficiaries eligible for inclusion in the survey:

- Children ages 0-11 at the time of the encounter;
- Adults 18 years or older at the time of the encounter; and
- Had a legitimate outpatient encounter at a MTF or civilian network facility.

Beneficiaries who had been selected as part of the TROSS sample in the past 6 months were excluded from the survey sample.

### **Survey Instrument**

The TROSS is modeled after the Adult Primary Care version of the Clinician & Group Consumer Assessment of Healthcare Providers and Systems (C & G CAHPS) survey. The TROSS has an adult and a child version. Differences between versions are minimal. The CAHPS questions have standard versions for both adults and children, and these are used as appropriate. The Mail Adult and Mail Child surveys comprise 57 and 56 questions, respectively. Other questions have slight variations in wording to pertain to either adults or children (see Appendix C). The TROSS mail surveys include 37 questions from the C & G CAHPS Adult Primary Care survey, 4 questions regarding mental health, and 5 health care questions common to all Department of Defense surveys. The questionnaires are also available on the TROSS reporting Web site. Full details on the survey methodology are presented in Appendix A.

**C & G CAHPS Questions:** Questions related to the same topic are grouped together in “composites” which allow easy identification of patterns in the results. Of the 37 questions, 13 questions make up the three CAHPS Composites: 5 are on Access to Care, 6 are on Doctor Communication, and 2 are on Office Staff. Table 1 provides a list of composite measures (bold lettering) and the questions within each composite. Questions identified in blue represent those appearing on the Balanced Scorecard.

**DoD Questions:** In addition to standard CAHPS questions, the TROSS contains a number of items specific to the DoD to allow for trending key items from previous outpatient satisfaction surveys. The surveys also include several demographic items.

- **Mental Health questions** – 37a, 37b, 37c, and 37d –added to the mail survey in September 2007 for Purchased Care and October 2007 for Direct Care. The 2008 Mental Health Care Composite, made up of 37c and 37d does not reflect a full year of data.
- **DOD Wide questions** – 3A, 3B, and 3C –added to the mail survey in September 2008 for Purchased Care and October 2008 for Direct Care. These questions will not have 2008 data in these reports. All available data for 2009 are reported.
- **Prescription Medication questions** - 24a –added as a gate question in September 2008 for Purchased Care and October 2008 for Direct Care mail surveys. Due to the change in methodology, 24a and 24 will not have 2008 data in these reports. A corresponding 2009 Civilian Benchmark is available for 24.

**Table 1: Composite Measures**

<b>C &amp; G CAHPS Composites</b>	
<b>Access to Care</b>	Q8 - Received appointment as soon as need for care you needed right away <b>Q10 - Received appointment as soon as need for a check-up or routine care</b> Q13 - Get an answer to your medical question during business hours on the same day you called Q15 - Receive answer as soon as needed after regular hours Q16 - See provider within 15 minutes of your appointment time
<b>Doctors Communicate</b>	Q17 - Explain things in an easy to understand way Q18 - Listen carefully to you Q20 - Give easy to understand instructions about your health care <b>Q21 - Know the important information about your medical history</b> Q22 - Show respect for what you had to say Q23 - Spend enough time with you
<b>Office Staff</b>	Q28 - Helpful as you thought they should be Q29 - Treat you with courtesy and respect
<b>DoD Composites</b>	
<b>Feelings Toward MHS</b>	Q30 - I am a partner with my health care team Q31 - Military Health System was designed just for me <b>Q32 - Overall rating of health care</b> Q34 - Overall rating of TRICARE Prime Q36 - Overall rating of TRICARE Standard, Extra, or TRICARE for Life benefits
<b>Mental Health Care</b>	Q37c - How difficult to get the treatment or counseling you needed through your health plan Q37d - Overall rating of mental health treatment or counseling
<b>Note. Items in blue identify questions reported on the Balanced Scorecard.</b>	

### Civilian Benchmark Survey

Each quarter a survey was conducted using members of Synovate's Consumer Opinion Panel who have seen a provider for themselves or their child. Panel members were sent an email invitation to participate in the study and took the survey online. The survey instruments were modified slightly to make them appropriate for civilians, but otherwise replicated the main TROSS instruments. For reporting purposes respondents were grouped by type of visit (emergency, pediatric, primary care, or specialty care) and by age and gender categories. The survey results are used as the civilian benchmark for the TROSS. The benchmark scores reported in this annual report are based on respondents from all four quarterly benchmark surveys (see Appendix B).

2009 Benchmark data are available for the Overall Satisfaction items, the C & G CAHPS Composites, the Balanced Scorecard items, and one DoD Wide question *Talk About Prescriptions*. In 2010, Benchmark comparisons and statistical testing will be available for the DoD Wide questions (3A, 3B, 3C, and 24a) and the Mental Health Care composite.

### Presentation of Results and Statistical Testing

Results of the key survey questions reflect the percentage of beneficiaries who provided positive responses to each question for 2008 and 2009. For 2009 data, *t*-tests were used to determine whether responses to the 2009 TROSS were statistically different from the 2009 Civilian Benchmark. Numbers in **bold** represent statistically significant differences (either increases or decreases) at the 95% confidence level from the MHS Wide, Direct Care, or Purchased Care Benchmark, respectively. Note that results are presented as whole numbers and are rounded using Microsoft Excel rounding function.

It is important to note that statistical tests comparing results of the various subgroups have limited power when based on sample sizes of fewer than 100 respondents. Statistical testing is masked in estimates with low precision due to sample size of fewer than 30 in a cell. Additionally, for cells with fewer than 10 responses, data are not presented and are shown as an asterisk " \* ".

In Section 4, the 17 key items for Purchased Care or Direct Care are presented in order by strength of correlation to the composites (See Table 2). Breakouts within Purchased Care drill-downs are divided into provider region and provider MTF service area, whereas divisions among Direct Care are provided by Sponsor of Service, Intermediate Command, and Parent DMIS for each item. Across both Purchased and Direct Care, comparisons by beneficiary category and primary/specialty percentages are provided for each question.

An analysis of those that responded on the survey with a subsample of non-respondents from the mail survey showed no statistical differences in the responses for the responding sample and those in the non-response study sample. These results were consistent for both the Purchased Care and Direct Care. (For more information, see the *TROSS Non-Response Bias Analysis Report – May 2009*).

**Table 2: TROSS Key Item Correlations to Composites**

<b>Purchased Care Correlations</b>	<b>Direct Care Correlations</b>
<b>Access to Care</b>	<b>Access to Care</b>
Timely appt for routine care	Timely appt for routine care
Ease making appt by phone	Ease making appt by phone
# days from appt to visit	Saw my provider when needed
<b>Doctors Communicate</b>	# days from appt to visit
Doctor knew your important medical hx	<b>Doctors Communicate</b>
Overall rating of provider	Doctor knew your important medical hx
Talk about prescriptions	Overall rating of provider
Overall satisfaction of care	Talk about prescriptions
<b>Office Staff</b>	Get results on test or X-ray
Get results on test or X-ray	Overall satisfaction of care
<b>Feelings Toward MHS</b>	<b>Office Staff</b>
Overall rating of health care (top 2)	<b>Feelings Toward MHS</b>
Overall rating of health care (top 3)	Overall rating of health care (top 2)
Saw my provider when needed	Overall rating of health care (top 3)
Take prescription medicine	<b>Mental Health Care</b>
<b>Mental Health Care</b>	Take prescription medicine

## How to Read the Annual Report

### Key Features

- Question by question report.
- Civilian benchmarks for MHS, Purchased Care and Direct Care.
- Results reported for total and key beneficiary categories.
- Purchased Care reported for Provider Regions North, South, West, and the U.S. Family Health Plan.
- Direct Care reported for Overall, CONUS and OCONUS.
- Statistically significant differences between TROSS results and 2009 MHS Wide Civilian Benchmark score are reported in **bold**. They represent statistically significant differences at the 95% confidence level.

The following show the basic features of the report.

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North								
Domain: Clinician & Group CAHPS Composites								
Composite 1 - Access to Care								
Survey Question	Responses	Total	Active Duty	Active Duty Family Members	Proportion Always		Primary Care	Specialty Care
					Retirees and Retirees and Family Members Under 65	Family Members 65+		
Civilian Benchmarks	2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	67%	--	--	--	--	--
	2009 Direct Care Civilian Benchmark	--	61%	--	--	--	--	--
	2009 Purchased Care Civilian Benchmark	--	71%	--	--	--	--	--
MHS Wide Results	MHS Wide							
	2009	41824.4	<b>70%</b>	<b>58%</b>	65%	<b>72%</b>	<b>78%</b>	<b>71%</b>
	2008	56923.6	70%	59%	64%	71%	79%	72%
	Overall - Direct Care							
Direct Care Results	2009	16033	<b>55%</b>	<b>54%</b>	52%	58%	<b>70%</b>	59%
	2008	17288.6	56%	57%	51%	57%	72%	63%
	Direct Care - CONUS <sup>2</sup>							
	2009	14399	<b>54%</b>	<b>54%</b>	52%	57%	<b>69%</b>	58%
Purchased Care Results	2008	15760	55%	56%	51%	57%	71%	62%
	Direct Care - OCONUS							
	2009	1634	60%	59%	57%	65%	<b>76%</b>	66%
	2008	1528.6	62%	63%	57%	64%	83%	68%
	Overall - Purchased Care							
	2009	25791.4	<b>76%</b>	72%	<b>74%</b>	<b>75%</b>	<b>79%</b>	<b>76%</b>
	2008	39635	76%	72%	73%	75%	79%	76%
	Purchased Care - North Region <sup>3</sup>							
	2009	7901.2	<b>78%</b>	74%	<b>75%</b>	<b>76%</b>	<b>80%</b>	<b>76%</b>
	2008	12219.2	77%	75%	75%	76%	80%	77%
	Purchased Care - South Region <sup>3</sup>							
	2009	10230.4	<b>75%</b>	70%	71%	73%	<b>78%</b>	<b>75%</b>
	2008	15646.2	76%	69%	71%	74%	79%	76%
	Purchased Care - West Region <sup>3</sup>							
	2009	7322.6	<b>76%</b>	71%	<b>75%</b>	<b>76%</b>	<b>78%</b>	<b>76%</b>
	2008	11121.4	77%	71%	73%	76%	79%	77%
	Purchased Care - U.S. Family Health Plan							
	2009	336.4	<b>78%</b>	*	74%	72%	<b>86%</b>	<b>83%</b>
	2008	647.4	72%	--	66%	68%	71%	75%

<sup>1</sup> Numbers in bold represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note: "--" no response for the reporting period.

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

Section 4 - 3

## **Caveats to Annual Reports**

Summarized here are definitions and caveats found in the Annual Reports.

### **Reporting Periods**

- MHS Wide 2009 comparisons include May 2008 through April 2009 combined Direct Care and Purchased Care encounters.
- MHS Wide 2008 comparisons include May 2007 through April 2008 combined Direct Care and Purchased Care encounters.
- Purchased Care 2009 comparisons include May 2008 through April 2009 encounters.
- Purchased Care 2008 comparisons include May 2007 through April 2008 encounters.
- Direct Care 2009 comparisons include May 2008 through April 2009 encounters.
- Direct Care 2008 comparisons include May 2007 through April 2008 encounters.

### **General Definitions**

1. Active Duty includes Active Duty and Medically Eligible Guard/Reserve.
2. Active Duty Family Members includes Dependents of Active Duty and Dependents of Medically Eligible Guard/Reserve.
3. Retirees under 65 includes Retirees, Dependents of Retirees, and Dependent Survivors.
4. Retirees 65 and over includes Retirees, Dependents of Retirees, and Dependent Survivors.

### **Purchased Care Definitions**

1. Provider Regions and Provider Service Areas are defined by the location of the provider, where the health care service was received.
  - a. Provider Region is the TRICARE Region code reflecting the TRICARE Region of the Provider Catchment Area, as defined by the official TMA DMIS ID table.
  - b. Provider MTF Service Area represents the area assigned to each provider. If a provider is within 40 miles of an MTF, then the Provider MTF Service Area is the DMIS ID for that MTF, subject to overlap rules, barriers and other override policies.
  - c. The West region includes Alaska and Hawaii.
2. U.S. Family Health Plan enrollees (DMIS IDs 190 through 198) are not included in the provider region code classifications.

### **Direct Care Definitions**

1. CONUS results include Alaska and Hawaii.
2. Service represents the Service that operates the MTF. Marine Corps is included in Navy.
3. In July 2008, Air Force clinic, 62<sup>nd</sup> Med Squad – McChord (DMIS 0395) was transitioned to Army clinic, US Army Health Clinic – McChord AFB (DMIS 1485). Reports reflect encounters received by the TRICARE Operation Center at both clinics through April 2009.
4. DMIS 0395 is reported as its own Parent DMIS and reflects its status during the majority of 2008 and 2009. Its reporting hierarchy changed in April 2009.



**Section 4:**  
**Provider Region West Report Tables**



## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

	Responses	Total	Proportion Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	67%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	61%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	71%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	41824.4	<b>70%</b>	<b>58%</b>	65%	<b>72%</b>	<b>78%</b>	<b>70%</b>	<b>71%</b>
2008	56923.6	70%	59%	64%	71%	79%	68%	72%
<b>Overall - Direct Care</b>								
2009	16033	<b>55%</b>	<b>54%</b>	<b>52%</b>	58%	<b>70%</b>	<b>52%</b>	59%
2008	17288.6	56%	57%	51%	57%	72%	52%	63%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	14399	<b>54%</b>	<b>54%</b>	<b>52%</b>	57%	<b>69%</b>	<b>52%</b>	58%
2008	15760	55%	56%	51%	57%	71%	51%	62%
<b>Direct Care - OCONUS</b>								
2009	1634	60%	59%	57%	65%	<b>76%</b>	57%	66%
2008	1528.6	62%	63%	57%	64%	83%	58%	68%
<b>Overall - Purchased Care</b>								
2009	25791.4	<b>76%</b>	72%	<b>74%</b>	<b>75%</b>	<b>79%</b>	<b>77%</b>	<b>76%</b>
2008	39635	76%	72%	73%	75%	79%	76%	76%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	7901.2	<b>78%</b>	74%	<b>75%</b>	<b>76%</b>	<b>80%</b>	<b>78%</b>	<b>76%</b>
2008	12219.2	77%	75%	75%	76%	80%	78%	77%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	10230.4	<b>75%</b>	70%	71%	73%	<b>78%</b>	<b>75%</b>	<b>75%</b>
2008	15646.2	76%	69%	71%	74%	79%	75%	76%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	7322.6	<b>76%</b>	71%	<b>75%</b>	<b>76%</b>	<b>78%</b>	<b>77%</b>	<b>76%</b>
2008	11121.4	77%	71%	73%	76%	79%	77%	77%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	336.4	<b>78%</b>	*	74%	72%	<b>86%</b>	<b>77%</b>	<b>83%</b>
2008	647.4	72%	--	66%	68%	76%	71%	75%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	47	69%	58%	76%	*	*	78%	64%
2008	41	79%	*	81%	89%	*	81%	77%
5th MED GRP-MINOT								
2009	17.4	74%	*	*	*	*	*	76%
2008	21.2	72%	*	*	*	*	77%	70%
9th MED GRP-BEALE								
2009	100.8	70%	*	73%	58%	74%	71%	65%
2008	213.6	81%	*	75%	82%	80%	81%	81%
10th MED GROUP-USAF ACADEMY CO								
2009	101.2	82%	64%	77%	80%	94%	84%	80%
2008	164.2	80%	*	82%	80%	75%	84%	75%
15th MED GRP-HICKAM								
2009	7.2	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	113.6	75%	71%	76%	79%	72%	80%	72%
2008	156.8	79%	*	84%	80%	79%	76%	82%
22nd MED GRP-MCCONNELL								
2009	79.2	84%	81%	79%	88%	87%	86%	82%
2008	126.4	81%	66%	80%	81%	89%	82%	82%
27th SPEC OPS MED GRP-CANNON								
2009	13.8	73%	*	*	*	*	*	*
2008	23	77%	*	*	*	*	75%	*
28th MED GRP-ELLSWORTH								
2009	57.2	79%	76%	75%	74%	*	73%	85%
2008	69.8	85%	*	80%	87%	85%	85%	85%
30th MED GRP-VANDENBERG								
2009	51.8	64%	83%	*	*	59%	52%	73%
2008	79.4	81%	*	66%	86%	82%	75%	85%
49th MED GRP-HOLLOMAN								
2009	23.8	66%	*	*	*	*	73%	69%
2008	26.4	66%	*	*	*	*	86%	46%
55th MED GRP-OFFUTT								
2009	147.4	84%	85%	70%	88%	89%	84%	84%
2008	200.6	82%	81%	84%	82%	83%	86%	75%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	299.8	72%	57%	64%	70%	77%	71%	74%
2008	510.4	77%	77%	72%	73%	81%	77%	78%
60th MED GRP-TRAVIS								
2009	149.2	75%	65%	74%	65%	<b>82%</b>	75%	76%
2008	289.8	73%	88%	68%	73%	75%	70%	80%
61st MED GROUP-LOS ANGELES								
2009	230.2	<b>77%</b>	76%	71%	<b>84%</b>	78%	77%	76%
2008	395.2	76%	88%	65%	69%	82%	78%	73%
62nd MED SQUAD-MCCHORD								
2009	118	77%	59%	81%	75%	73%	78%	74%
2008	188.6	86%	*	78%	83%	92%	86%	85%
75th MED GRP-HILL								
2009	153.4	69%	65%	65%	70%	74%	71%	65%
2008	223.8	78%	81%	81%	78%	73%	77%	83%
90th MED GRP-F.E. WARREN								
2009	38.2	76%	*	85%	57%	*	82%	53%
2008	75.6	72%	*	66%	65%	84%	68%	81%
92nd MED GRP-FAIRCHILD								
2009	93.8	<b>85%</b>	74%	79%	<b>85%</b>	88%	<b>81%</b>	<b>92%</b>
2008	158	81%	*	86%	70%	87%	83%	73%
95th MED GRP-EDWARDS								
2009	29.4	67%	*	62%	*	*	*	68%
2008	45.8	71%	*	*	78%	72%	83%	61%
99th MED GRP-O'CALLAGHAN HOSP								
2009	133	70%	72%	63%	72%	69%	<b>80%</b>	66%
2008	255.6	69%	*	66%	74%	68%	65%	76%
319th MED GRP-GRAND FORKS								
2009	16	67%	*	*	*	--	*	*
2008	18	77%	*	*	*	*	*	77%
341st MED GRP-MALMSTROM								
2009	39.2	80%	74%	76%	*	*	87%	72%
2008	57.4	67%	*	71%	55%	68%	74%	47%
354th MED GRP-EIELSON								
2009	9.2	*	*	*	*	--	*	*
2008	10.3	52%	*	*	*	*	*	*

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	177	71%	66%	68%	75%	69%	72%	68%
2008	311.8	75%	78%	65%	76%	76%	73%	77%
366th MED GRP-MOUNTAIN HOME								
2009	9.4	*	*	*	*	*	*	*
2008	11.8	68%	--	*	*	*	*	*
377th MED GRP-KIRTLAND								
2009	89	73%	74%	74%	74%	71%	75%	69%
2008	131.4	64%	*	55%	75%	71%	61%	67%
460th MED GRP-BUCKLEY AFB								
2009	196.8	79%	71%	83%	80%	79%	80%	77%
2008	319.6	78%	56%	82%	78%	77%	82%	74%
509th MED GRP-WHITEMAN								
2009	40.8	76%	*	66%	85%	*	78%	62%
2008	47	81%	*	83%	79%	62%	76%	85%
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	26	78%	*	*	82%	72%	79%	67%
2008	41.4	71%	*	*	72%	72%	67%	73%
ALASKA								
2009	31.6	73%	62%	74%	*	*	72%	*
2008	35.6	75%	*	70%	*	*	73%	*
ARIZONA-EXCLUDING YUMA AREA								
2009	108.2	73%	*	81%	62%	75%	68%	83%
2008	160.4	69%	*	79%	69%	68%	71%	65%
BASSETT ACH-FT. WAINWRIGHT								
2009	4.7	*	*	*	--	--	*	*
2008	1	*	--	*	--	--	--	*
BMC BARSTOW								
2009	26.2	62%	*	*	*	*	75%	52%
2008	28.2	71%	*	*	*	64%	73%	67%
BMC KEYPORT								
2009	2.8	*	--	*	*	*	*	*
2008	17.2	89%	--	*	*	*	88%	*
BMC MCAS KANEOHE BAY								
2009	17.4	80%	*	*	*	*	77%	*
2008	25.2	82%	*	79%	*	*	77%	86%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	86.6	70%	45%	69%	78%	75%	70%	68%
2008	152.4	78%	*	67%	83%	82%	72%	83%
BMC YUMA								
2009	50	66%	*	64%	*	59%	62%	63%
2008	60	54%	*	63%	68%	39%	55%	55%
CIV EMP HLTH CLINIC-PUEBLO								
2009	15	63%	*	*	*	*	66%	*
2008	21.6	83%	*	*	*	82%	83%	*
COLORADO								
2009	83.6	82%	85%	83%	63%	93%	85%	76%
2008	125.6	76%	*	70%	66%	84%	77%	76%
EVANS ACH-FT. CARSON								
2009	14.2	65%	*	*	*	*	*	*
2008	20.4	81%	--	*	*	*	81%	*
HAWAII								
2009	24.8	81%	*	81%	*	*	78%	85%
2008	36	74%	*	*	70%	76%	72%	83%
IOWA-EXCLUDING QUAD CITIES								
2009	225.2	80%	87%	78%	85%	76%	78%	83%
2008	286.4	83%	64%	83%	83%	86%	82%	88%
IRWIN ACH-FT. RILEY								
2009	59.6	82%	73%	84%	85%	*	81%	82%
2008	47.4	81%	*	67%	90%	93%	84%	78%
KANSAS								
2009	139	82%	82%	75%	80%	86%	80%	88%
2008	183	82%	75%	75%	84%	85%	84%	76%
L. WOOD ACH-FT. LEONARD WOOD								
2009	30.8	81%	*	81%	82%	*	82%	80%
2008	52.2	82%	*	*	80%	86%	85%	71%
MADIGAN AMC-FT. LEWIS								
2009	30.4	68%	*	*	54%	81%	72%	58%
2008	65	85%	*	*	87%	79%	85%	83%
MINNESOTA								
2009	329.2	80%	68%	80%	78%	82%	78%	82%
2008	397.2	80%	65%	78%	78%	86%	81%	75%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA									
	2009	118.2	80%	77%	78%	88%	78%	84%	71%
	2008	154	76%	87%	62%	84%	82%	75%	84%
MONTEREY AHC									
	2009	107	72%	81%	65%	55%	84%	68%	80%
	2008	138.8	74%	65%	71%	73%	78%	68%	81%
MUNSON AHC-FT. LEAVENWORTH									
	2009	84.8	75%	81%	69%	72%	94%	78%	70%
	2008	111.2	70%	54%	77%	82%	61%	68%	74%
NBHC CORONADO									
	2009	13.8	92%	*	*	*	*	91%	*
	2008	33.2	80%	*	79%	*	92%	79%	*
NBHC EL CENTRO									
	2009	9.2	*	*	*	*	*	*	*
	2008	10.8	80%	*	*	*	*	*	*
NBHC FALLON									
	2009	15	89%	*	--	*	*	*	*
	2008	16	87%	*	*	*	*	83%	*
NBHC MCB CAMP H.M. SMITH									
	2009	19.8	82%	*	*	*	*	*	83%
	2008	38.2	84%	*	86%	84%	82%	83%	88%
NBHC MCRD SAN DIEGO									
	2009	4.5	*	*	*	*	*	*	*
	2008	53.6	85%	*	78%	*	89%	82%	89%
NBHC NAS NORTH ISLAND									
	2009	1.5	*	--	*	--	--	--	*
	2008	2	*	--	*	--	--	--	*
NBHC NAS POINT MUGU									
	2009	36	79%	*	67%	*	81%	82%	76%
	2008	43.6	82%	*	78%	*	81%	77%	89%
NBHC NAVSTA SAN DIEGO									
	2009	16.4	52%	*	*	*	*	50%	*
	2008	29	77%	--	70%	*	*	76%	79%
NBHC NAVWPNCEN CHINA LAKE									
	2009	8.5	*	*	*	*	*	*	*
	2008	16.5	73%	*	*	*	*	*	*

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

		Proportion Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
NBHC NTC SAN DIEGO								
2009	1.8	*	--	*	--	--	*	--
2008	2.4	*	--	*	*	*	*	--
NBHC PORT HUENEME								
2009	54.2	72%	67%	63%	*	88%	79%	62%
2008	93.4	72%	65%	67%	74%	72%	79%	60%
NBHC PUGET SOUND								
2009	23.8	86%	*	*	*	*	83%	91%
2008	44.6	75%	*	*	63%	88%	72%	80%
NBHC SUBASE BANGOR								
2009	23.8	75%	*	*	73%	*	79%	77%
2008	38.4	82%	--	*	75%	85%	82%	84%
NEBRASKA								
2009	131.8	82%	82%	85%	84%	78%	82%	80%
2008	134.4	87%	*	84%	87%	86%	88%	82%
NEVADA								
2009	64.4	82%	86%	86%	77%	83%	84%	81%
2008	110.2	73%	*	84%	81%	77%	71%	76%
NEW MEXICO								
2009	56.4	82%	55%	75%	70%	86%	80%	87%
2008	67.2	74%	*	72%	79%	57%	69%	91%
NH BREMERTON								
2009	3.5	*	--	*	*	*	*	*
2008	5.8	*	--	*	*	*	*	*
NH CAMP PENDLETON								
2009	143	73%	64%	78%	69%	73%	73%	69%
2008	230.6	74%	*	72%	62%	77%	75%	73%
NH LEMOORE								
2009	59.4	78%	73%	67%	83%	82%	76%	80%
2008	102	71%	*	76%	63%	80%	73%	63%
NH OAK HARBOR								
2009	30.6	82%	*	*	*	86%	83%	75%
2008	51.8	86%	*	*	88%	87%	81%	88%
NH TWENTYNINE PALMS								
2009	35.4	66%	*	57%	*	77%	82%	57%
2008	42.2	72%	*	*	*	62%	66%	79%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	5.2	*	--	*	*	*	*	*
NHCL EVERETT								
2009	120.8	<b>82%</b>	85%	<b>87%</b>	74%	83%	<b>79%</b>	<b>85%</b>
2008	189.6	80%	86%	72%	77%	86%	77%	85%
NMC SAN DIEGO								
2009	25.8	79%	*	71%	*	*	77%	*
2008	2	*	--	*	--	*	*	*
NORTH DAKOTA								
2009	78.4	77%	66%	77%	82%	80%	<b>83%</b>	63%
2008	85.6	76%	84%	67%	77%	82%	76%	63%
NORTHERN CALIFORNIA								
2009	267	<b>81%</b>	70%	<b>79%</b>	75%	<b>85%</b>	<b>80%</b>	<b>81%</b>
2008	476	76%	51%	75%	69%	80%	75%	74%
NORTHERN IDAHO								
2009	27	85%	*	*	87%	*	82%	92%
2008	35.6	71%	--	*	97%	52%	71%	63%
OREGON								
2009	296.6	<b>77%</b>	73%	76%	<b>81%</b>	76%	77%	75%
2008	479.8	78%	80%	73%	77%	80%	79%	78%
R W BLISS AHC-FT. HUACHUCA								
2009	51	57%	*	*	47%	58%	60%	47%
2008	71.2	78%	*	*	53%	83%	75%	82%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	116.6	77%	75%	73%	76%	84%	79%	71%
2008	195.6	81%	*	71%	78%	86%	78%	83%
SCHOFIELD BARRACKS AHC								
2009	11	76%	*	*	*	*	*	*
2008	13.4	84%	*	*	*	*	*	*
SD E COUNTY PRIMARY CARE CLIN								
2009	84.6	69%	*	77%	51%	74%	65%	75%
2008	135.2	76%	*	79%	71%	76%	71%	87%
SOLDIER FAMILY MED CLIN BIGGS								
2009	24.4	75%	*	85%	*	*	79%	59%
2008	38.2	70%	*	*	*	71%	67%	63%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

		Proportion Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
SOUTH DAKOTA								
2009	87.2	83%	69%	85%	81%	83%	82%	81%
2008	106.8	78%	57%	74%	87%	84%	75%	86%
SOUTHERN CALIFORNIA								
2009	137.2	73%	64%	67%	74%	78%	73%	74%
2008	259.4	70%	54%	58%	70%	77%	68%	73%
SOUTHERN IDAHO								
2009	159.2	72%	73%	78%	64%	79%	69%	77%
2008	215.2	79%	75%	76%	83%	79%	74%	83%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	1	*	--	--	--	*	*	--
TMC FT. RICHARDSON								
2009	6.6	*	*	*	*	--	*	*
2008	6.6	*	*	*	*	*	*	*
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	1.4	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	58.4	72%	*	73%	83%	66%	68%	81%
2008	116.6	74%	*	71%	68%	83%	74%	76%
TRICARE OUTPATIENT-CLAIREMONT								
2009	69.6	85%	*	81%	87%	88%	85%	86%
2008	99.6	71%	--	67%	75%	81%	69%	75%
TRICARE OUTPATIENT-OCEANSIDE								
2009	92	78%	*	80%	61%	84%	77%	81%
2008	137	74%	*	65%	71%	80%	72%	73%
TRIPLER AMC-FT SHAFTER								
2009	56.6	74%	*	77%	64%	*	73%	71%
2008	67.6	71%	*	80%	74%	59%	64%	77%
UTAH								
2009	92	76%	76%	82%	77%	73%	74%	79%
2008	111	78%	*	81%	76%	78%	75%	87%
WASHINGTON								
2009	137	77%	81%	84%	77%	76%	77%	77%
2008	237.2	75%	79%	72%	72%	83%	77%	71%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

		Proportion Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	3	*	*	--	--	--	*	--
2008	1	*	*	--	--	--	*	--
WESTERN MISSOURI								
2009	290.2	79%	69%	85%	79%	77%	79%	79%
2008	396.6	82%	83%	80%	82%	81%	82%	81%
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	51.6	76%	*	85%	76%	68%	74%	73%
2008	65.6	76%	*	*	77%	75%	80%	76%
WYOMING								
2009	22.2	88%	*	*	*	90%	87%	*
2008	48.4	62%	*	83%	60%	80%	58%	90%
YUMA PROVING GROUND AHC								
2009	1.3	*	--	--	*	--	*	--
2008	3.3	*	*	*	*	*	*	*

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	77%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	69%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	81%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	55087	<b>79%</b>	<b>63%</b>	<b>71%</b>	<b>81%</b>	<b>88%</b>	<b>79%</b>	<b>80%</b>
2008	75098	78%	65%	69%	81%	89%	77%	80%
<b>Overall - Direct Care</b>								
2009	21475	<b>61%</b>	<b>60%</b>	<b>56%</b>	<b>65%</b>	<b>76%</b>	<b>58%</b>	<b>65%</b>
2008	23252	62%	63%	57%	64%	78%	58%	69%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	19216	<b>61%</b>	<b>60%</b>	<b>56%</b>	<b>65%</b>	<b>76%</b>	<b>57%</b>	<b>65%</b>
2008	21110	62%	63%	56%	64%	77%	57%	69%
<b>Direct Care - OCONUS</b>								
2009	2259	<b>65%</b>	<b>64%</b>	<b>62%</b>	68%	<b>77%</b>	<b>64%</b>	67%
2008	2142	64%	62%	63%	72%	87%	63%	66%
<b>Overall - Purchased Care</b>								
2009	33612	<b>86%</b>	80%	82%	<b>85%</b>	<b>89%</b>	<b>87%</b>	<b>86%</b>
2008	51846	87%	81%	82%	86%	89%	87%	86%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	10298	<b>87%</b>	81%	82%	<b>85%</b>	<b>89%</b>	<b>87%</b>	<b>86%</b>
2008	16025	87%	82%	83%	86%	90%	88%	86%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	13400	<b>87%</b>	80%	81%	<b>85%</b>	<b>89%</b>	<b>88%</b>	<b>86%</b>
2008	20470	87%	81%	82%	86%	90%	88%	86%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	9438	<b>85%</b>	80%	82%	<b>84%</b>	<b>88%</b>	<b>86%</b>	<b>85%</b>
2008	14456	85%	80%	80%	85%	88%	85%	85%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	476	<b>90%</b>	*	81%	86%	<b>94%</b>	<b>90%</b>	<b>89%</b>
2008	895	81%	--	71%	75%	86%	79%	85%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	59	74%	66%	87%	*	*	97%	63%
2008	48	90%	*	83%	97%	89%	90%	90%
5th MED GRP-MINOT								
2009	21	72%	*	59%	*	*	*	81%
2008	29	86%	*	81%	*	*	83%	88%
9th MED GRP-BEALE								
2009	136	85%	*	79%	80%	88%	85%	85%
2008	277	88%	*	74%	88%	90%	85%	92%
10th MED GROUP-USAF ACADEMY CO								
2009	123	<b>92%</b>	66%	87%	88%	100%	<b>95%</b>	89%
2008	220	91%	*	84%	91%	94%	95%	88%
15th MED GRP-HICKAM								
2009	12	76%	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	140	86%	61%	85%	81%	89%	87%	85%
2008	195	89%	*	90%	79%	94%	88%	91%
22nd MED GRP-MCCONNELL								
2009	102	<b>92%</b>	84%	88%	93%	93%	<b>96%</b>	85%
2008	160	92%	66%	86%	99%	96%	92%	92%
27th SPEC OPS MED GRP-CANNON								
2009	15	82%	*	*	*	*	*	*
2008	23	89%	*	*	*	*	84%	*
28th MED GRP-ELLSWORTH								
2009	65	80%	74%	69%	68%	100%	74%	83%
2008	82	90%	*	88%	86%	97%	91%	89%
30th MED GRP-VANDENBERG								
2009	68	85%	87%	84%	*	85%	85%	84%
2008	103	89%	69%	80%	99%	91%	94%	86%
49th MED GRP-HOLLOMAN								
2009	31	<b>92%</b>	*	92%	*	*	90%	94%
2008	30	75%	*	53%	*	*	91%	61%
55th MED GRP-OFFUTT								
2009	183	<b>92%</b>	79%	84%	<b>93%</b>	<b>98%</b>	<b>92%</b>	<b>92%</b>
2008	260	89%	89%	81%	86%	95%	94%	79%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	400	87%	72%	77%	84%	90%	88%	85%
2008	664	87%	90%	80%	86%	88%	85%	89%
60th MED GRP-TRAVIS								
2009	197	84%	73%	86%	78%	86%	86%	81%
2008	373	85%	92%	83%	84%	85%	84%	86%
61st MED GROUP-LOS ANGELES								
2009	300	92%	89%	84%	93%	95%	92%	93%
2008	497	85%	93%	74%	81%	89%	87%	81%
62nd MED SQUAD-MCCHORD								
2009	151	81%	53%	80%	76%	85%	82%	80%
2008	259	91%	*	78%	90%	95%	93%	88%
75th MED GRP-HILL								
2009	191	83%	88%	76%	77%	90%	89%	77%
2008	278	85%	99%	86%	79%	89%	86%	84%
90th MED GRP-F.E. WARREN								
2009	54	90%	77%	91%	93%	89%	93%	85%
2008	97	78%	*	65%	76%	84%	74%	85%
92nd MED GRP-FAIRCHILD								
2009	118	86%	74%	88%	87%	86%	78%	94%
2008	190	86%	*	91%	80%	89%	84%	90%
95th MED GRP-EDWARDS								
2009	42	89%	94%	90%	80%	*	100%	84%
2008	58	84%	*	*	86%	88%	94%	78%
99th MED GRP-O'CALLAGHAN HOSP								
2009	189	86%	69%	84%	82%	89%	87%	85%
2008	359	84%	*	88%	82%	85%	83%	85%
319th MED GRP-GRAND FORKS								
2009	22	87%	*	*	*	--	*	90%
2008	24	85%	*	*	*	*	*	80%
341st MED GRP-MALMSTROM								
2009	47	78%	*	84%	*	*	84%	71%
2008	77	85%	*	76%	89%	90%	91%	76%
354th MED GRP-EIELSON								
2009	8	*	*	*	*	--	*	*
2008	12	65%	*	*	*	*	*	*

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Active Duty	Percent Always					
				Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
355th MED GRP-DAVIS MONTHAN									
2009	225	81%	79%	88%	73%	84%	86%	77%	
2008	426	84%	83%	69%	83%	86%	83%	85%	
366th MED GRP-MOUNTAIN HOME									
2009	13	100%	*	*	*	*	*	*	
2008	15	81%	--	*	--	*	79%	*	
377th MED GRP-KIRTLAND									
2009	110	80%	82%	76%	88%	74%	83%	77%	
2008	162	73%	*	76%	72%	75%	69%	79%	
460th MED GRP-BUCKLEY AFB									
2009	244	85%	75%	92%	84%	85%	83%	89%	
2008	433	84%	61%	86%	83%	84%	84%	83%	
509th MED GRP-WHITEMAN									
2009	52	82%	*	69%	95%	*	83%	80%	
2008	59	89%	*	85%	96%	85%	87%	92%	
AHC MCAFEE-WHITE SANDS MSL RAN									
2009	37	87%	*	*	95%	86%	86%	91%	
2008	56	81%	--	*	88%	78%	77%	85%	
ALASKA									
2009	39	74%	84%	69%	*	*	72%	93%	
2008	41	78%	*	76%	*	*	75%	*	
ARIZONA-EXCLUDING YUMA AREA									
2009	153	84%	75%	78%	79%	87%	80%	92%	
2008	219	85%	*	91%	83%	84%	83%	88%	
BASSETT ACH-FT. WAINWRIGHT									
2009	6	*	*	*	--	--	*	*	
2008	1	*	--	*	--	--	--	*	
BMC BARSTOW									
2009	34	79%	*	*	100%	74%	78%	80%	
2008	41	84%	*	*	100%	76%	87%	81%	
BMC KEYPORT									
2009	3	*	--	*	*	*	*	*	
2008	25	86%	--	*	*	100%	82%	*	
BMC MCAS KANEOHE BAY									
2009	23	97%	*	91%	*	*	95%	100%	
2008	36	83%	*	89%	*	75%	73%	91%	

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	107	77%	63%	85%	61%	81%	80%	70%
2008	207	80%	*	67%	86%	84%	74%	86%
BMC YUMA								
2009	61	69%	*	54%	*	71%	59%	83%
2008	76	73%	*	67%	80%	74%	75%	71%
CIV EMP HLTH CLINIC-PUEBLO								
2009	17	87%	*	*	*	*	86%	*
2008	32	90%	*	*	*	85%	90%	*
COLORADO								
2009	106	88%	85%	83%	75%	96%	87%	90%
2008	161	85%	*	64%	94%	92%	87%	80%
EVANS ACH-FT. CARSON								
2009	19	95%	--	*	*	*	90%	*
2008	28	94%	--	*	*	93%	94%	92%
HAWAII								
2009	29	91%	*	96%	*	*	88%	97%
2008	47	87%	*	95%	89%	82%	82%	96%
IOWA-EXCLUDING QUAD CITIES								
2009	307	87%	89%	86%	90%	86%	87%	89%
2008	365	88%	66%	91%	85%	92%	88%	91%
IRWIN ACH-FT. RILEY								
2009	74	83%	60%	94%	80%	77%	86%	78%
2008	67	91%	*	76%	100%	100%	92%	89%
KANSAS								
2009	173	89%	84%	84%	85%	93%	88%	91%
2008	236	84%	63%	73%	96%	86%	88%	73%
L. WOOD ACH-FT. LEONARD WOOD								
2009	39	92%	*	93%	100%	87%	92%	92%
2008	73	79%	*	*	63%	94%	89%	40%
MADIGAN AMC-FT. LEWIS								
2009	37	84%	*	*	*	89%	83%	86%
2008	87	86%	*	*	92%	83%	91%	79%
MINNESOTA								
2009	415	86%	79%	89%	84%	86%	84%	88%
2008	522	85%	59%	85%	83%	90%	85%	83%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Active Duty	Percent Always					
				Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
MONTANA									
2009	148	86%	100%	64%	93%	88%	87%	85%	
2008	191	83%	100%	83%	86%	79%	82%	84%	
MONTEREY AHC									
2009	138	78%	89%	69%	83%	85%	73%	86%	
2008	192	88%	78%	84%	91%	92%	89%	85%	
MUNSON AHC-FT. LEAVENWORTH									
2009	104	89%	85%	75%	94%	100%	91%	86%	
2008	147	87%	80%	87%	97%	83%	85%	92%	
NBHC CORONADO									
2009	19	100%	--	100%	*	*	100%	*	
2008	46	84%	--	89%	*	100%	83%	*	
NBHC EL CENTRO									
2009	12	87%	*	*	*	*	*	*	
2008	16	91%	*	*	*	*	*	*	
NBHC FALLON									
2009	16	93%	*	--	93%	*	93%	*	
2008	19	98%	*	*	*	*	100%	*	
NBHC MCB CAMP H.M. SMITH									
2009	27	95%	*	87%	*	*	*	96%	
2008	42	90%	*	89%	97%	80%	90%	92%	
NBHC MCRD SAN DIEGO									
2009	3	*	--	*	*	*	*	--	
2008	73	87%	--	86%	*	86%	81%	93%	
NBHC NAS NORTH ISLAND									
2009	1	*	--	*	--	--	--	*	
2008	2	*	--	*	--	--	--	*	
NBHC NAS POINT MUGU									
2009	46	76%	*	83%	*	74%	80%	74%	
2008	53	84%	*	89%	*	84%	78%	96%	
NBHC NAVSTA SAN DIEGO									
2009	22	74%	*	51%	*	*	71%	*	
2008	38	75%	--	67%	100%	68%	81%	71%	
NBHC NAVWPNCEN CHINA LAKE									
2009	9	*	*	*	*	*	*	*	
2008	19	84%	*	*	*	*	100%	*	

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	2	*	--	*	--	--	*	--
NBHC PORT HUENEME								
2009	79	79%	66%	83%	56%	89%	91%	71%
2008	126	82%	92%	84%	79%	79%	86%	79%
NBHC PUGET SOUND								
2009	31	90%	*	93%	*	87%	84%	96%
2008	56	84%	--	*	59%	97%	91%	74%
NBHC SUBASE BANGOR								
2009	31	93%	--	*	81%	100%	100%	85%
2008	48	90%	--	97%	84%	92%	93%	87%
NEBRASKA								
2009	166	91%	86%	95%	95%	88%	91%	90%
2008	155	97%	100%	98%	94%	98%	97%	96%
NEVADA								
2009	89	86%	87%	93%	84%	85%	89%	83%
2008	139	82%	60%	89%	86%	82%	83%	81%
NEW MEXICO								
2009	79	87%	66%	67%	89%	90%	87%	85%
2008	86	91%	*	81%	82%	99%	91%	91%
NH BREMERTON								
2009	4	*	--	*	*	*	*	*
2008	7	*	--	*	--	*	*	*
NH CAMP PENDLETON								
2009	178	83%	83%	84%	79%	87%	82%	84%
2008	304	79%	*	77%	75%	80%	82%	73%
NH LEMOORE								
2009	83	90%	76%	90%	91%	91%	90%	89%
2008	141	81%	*	93%	62%	89%	78%	84%
NH OAK HARBOR								
2009	34	82%	*	*	*	82%	82%	83%
2008	72	91%	*	*	100%	93%	95%	83%
NH TWENTYNINE PALMS								
2009	47	76%	*	53%	*	79%	89%	69%
2008	50	80%	*	77%	*	83%	80%	80%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	6	*	--	*	*	*	*	*
NHCL EVERETT								
2009	147	87%	83%	83%	82%	<b>94%</b>	88%	87%
2008	246	86%	100%	69%	90%	92%	86%	88%
NMC SAN DIEGO								
2009	33	83%	*	83%	*	86%	87%	*
2008	1	*	--	*	--	--	*	--
NORTH DAKOTA								
2009	106	84%	81%	80%	80%	90%	87%	75%
2008	118	78%	66%	76%	90%	75%	83%	68%
NORTHERN CALIFORNIA								
2009	347	<b>88%</b>	84%	83%	78%	<b>93%</b>	<b>89%</b>	88%
2008	632	85%	69%	80%	84%	88%	86%	84%
NORTHERN IDAHO								
2009	35	82%	*	*	72%	84%	82%	81%
2008	44	83%	--	*	100%	76%	73%	99%
OREGON								
2009	381	<b>85%</b>	84%	86%	85%	86%	84%	<b>88%</b>
2008	613	85%	84%	74%	84%	90%	87%	82%
R W BLISS AHC-FT. HUACHUCA								
2009	72	<b>66%</b>	60%	65%	66%	65%	73%	47%
2008	95	82%	*	*	76%	84%	81%	83%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	153	<b>88%</b>	73%	75%	<b>92%</b>	<b>91%</b>	<b>91%</b>	83%
2008	251	89%	*	79%	87%	94%	90%	88%
SCHOFIELD BARRACKS AHC								
2009	16	84%	*	*	*	*	*	98%
2008	20	90%	*	*	*	*	*	88%
SD E COUNTY PRIMARY CARE CLIN								
2009	114	80%	*	74%	69%	87%	77%	84%
2008	183	81%	--	76%	89%	79%	76%	90%
SOLDIER FAMILY MED CLIN BIGGS								
2009	30	80%	*	90%	*	*	85%	73%
2008	53	92%	--	*	100%	88%	88%	100%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	110	84%	75%	79%	84%	88%	84%	83%
2008	136	88%	81%	82%	84%	94%	86%	92%
SOUTHERN CALIFORNIA								
2009	186	81%	82%	66%	91%	81%	84%	77%
2008	353	85%	79%	71%	79%	91%	85%	84%
SOUTHERN IDAHO								
2009	195	86%	89%	70%	83%	91%	87%	84%
2008	263	85%	83%	87%	85%	85%	85%	85%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	7	*	*	*	*	--	*	*
2008	6	*	--	*	--	*	*	--
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	2	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	79	72%	*	68%	71%	76%	68%	80%
2008	153	84%	--	86%	82%	83%	83%	86%
TRICARE OUTPATIENT-CLAIREMONT								
2009	91	84%	*	73%	100%	92%	85%	81%
2008	117	83%	--	80%	83%	88%	82%	85%
TRICARE OUTPATIENT-OCEANSIDE								
2009	112	80%	*	84%	68%	80%	78%	82%
2008	180	79%	*	74%	83%	80%	75%	85%
TRIPLER AMC-FT SHAFTER								
2009	72	91%	*	98%	86%	*	90%	92%
2008	78	73%	*	87%	72%	61%	65%	78%
UTAH								
2009	117	85%	81%	92%	77%	86%	86%	84%
2008	147	87%	*	88%	96%	87%	85%	93%
WASHINGTON								
2009	179	88%	91%	86%	82%	90%	86%	91%
2008	302	86%	97%	72%	87%	89%	85%	89%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
WEED ACH-FT. IRWIN								
2009	2	*	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI								
2009	372	88%	69%	93%	90%	86%	88%	86%
2008	502	92%	93%	90%	90%	93%	93%	90%
WESTERN TEXAS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	67	85%	*	89%	85%	83%	82%	88%
2008	95	91%	*	93%	76%	95%	87%	93%
WYOMING								
2009	27	93%	*	*	*	100%	91%	*
2008	59	82%	*	*	76%	82%	77%	97%
YUMA PROVING GROUND AHC								
2009	1	*	--	--	*	--	*	--
2008	3	*	*	--	*	*	*	*

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

	Responses	Total	Percent Excellent Top 3					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	95%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	94%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	96%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	66834	<b>93%</b>	<b>86%</b>	<b>87%</b>	95%	<b>98%</b>	<b>92%</b>	<b>94%</b>
2008	89292	92%	86%	86%	93%	98%	90%	93%
<b>Overall - Direct Care</b>								
2009	26277	<b>83%</b>	<b>84%</b>	<b>79%</b>	<b>87%</b>	92%	<b>82%</b>	<b>86%</b>
2008	28294	83%	84%	78%	86%	94%	80%	87%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	23620	<b>83%</b>	<b>84%</b>	<b>79%</b>	<b>87%</b>	92%	<b>82%</b>	<b>86%</b>
2008	25812	82%	84%	77%	85%	94%	80%	86%
<b>Direct Care - OCONUS</b>								
2009	2657	<b>84%</b>	<b>84%</b>	<b>80%</b>	<b>85%</b>	92%	<b>82%</b>	<b>88%</b>
2008	2482	86%	86%	84%	91%	95%	84%	89%
<b>Overall - Purchased Care</b>								
2009	40557	<b>97%</b>	<b>94%</b>	<b>93%</b>	97%	<b>98%</b>	97%	<b>97%</b>
2008	60998	96%	95%	93%	96%	98%	96%	96%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	12166	97%	95%	<b>94%</b>	96%	<b>98%</b>	96%	97%
2008	18710	97%	95%	94%	96%	98%	97%	96%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	16019	<b>97%</b>	<b>95%</b>	<b>93%</b>	96%	<b>98%</b>	97%	<b>97%</b>
2008	23635	96%	95%	93%	96%	98%	96%	96%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	11848	<b>97%</b>	<b>94%</b>	<b>93%</b>	<b>97%</b>	<b>98%</b>	<b>97%</b>	97%
2008	17649	96%	95%	93%	96%	98%	97%	96%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	523	97%	*	<b>89%</b>	97%	<b>99%</b>	97%	98%
2008	1002	95%	--	90%	94%	98%	95%	97%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total						
3rd MED GRP-ELMENDORF									
	2009	83	96%	84%	96%	100%	*	95%	97%
	2008	61	94%	*	92%	100%	100%	96%	92%
5th MED GRP-MINOT									
	2009	29	94%	100%	90%	*	*	83%	100%
	2008	34	100%	*	100%	*	*	100%	100%
9th MED GRP-BEALE									
	2009	159	99%	100%	100%	96%	100%	98%	100%
	2008	327	97%	*	89%	98%	98%	97%	97%
10th MED GROUP-USAF ACADEMY CO									
	2009	176	98%	92%	90%	100%	100%	99%	97%
	2008	275	97%	91%	93%	97%	99%	100%	95%
15th MED GRP-HICKAM									
	2009	11	78%	*	*	*	--	*	*
	2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON									
	2009	198	97%	92%	90%	96%	100%	97%	97%
	2008	265	96%	100%	96%	90%	98%	94%	97%
22nd MED GRP-MCCONNELL									
	2009	106	98%	90%	93%	100%	100%	99%	98%
	2008	188	98%	94%	97%	96%	100%	99%	96%
27th SPEC OPS MED GRP-CANNON									
	2009	25	93%	*	*	*	*	*	100%
	2008	27	95%	*	*	100%	*	100%	89%
28th MED GRP-ELLSWORTH									
	2009	95	94%	91%	91%	94%	100%	94%	94%
	2008	105	98%	*	95%	99%	100%	100%	96%
30th MED GRP-VANDENBERG									
	2009	83	93%	98%	87%	93%	94%	90%	96%
	2008	146	99%	100%	96%	98%	100%	98%	99%
49th MED GRP-HOLLOMAN									
	2009	36	99%	*	100%	*	100%	100%	99%
	2008	44	89%	*	77%	100%	95%	97%	84%
55th MED GRP-OFFUTT									
	2009	245	98%	93%	99%	100%	98%	98%	99%
	2008	309	98%	95%	92%	99%	99%	99%	97%

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

	Responses	Percent Excellent Top 3						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	490	96%	93%	<b>87%</b>	95%	<b>99%</b>	98%	95%
2008	843	96%	89%	96%	95%	97%	98%	94%
60th MED GRP-TRAVIS								
2009	257	95%	91%	93%	95%	95%	93%	96%
2008	456	95%	93%	91%	96%	96%	96%	94%
61st MED GROUP-LOS ANGELES								
2009	368	97%	95%	<b>88%</b>	<b>100%</b>	<b>100%</b>	97%	97%
2008	605	98%	99%	92%	98%	99%	98%	98%
62nd MED SQUAD-MCCHORD								
2009	193	<b>99%</b>	90%	98%	97%	<b>100%</b>	98%	<b>99%</b>
2008	320	97%	*	97%	96%	98%	96%	98%
75th MED GRP-HILL								
2009	260	95%	90%	91%	93%	<b>100%</b>	95%	95%
2008	372	97%	92%	99%	96%	98%	97%	97%
90th MED GRP-F.E. WARREN								
2009	59	98%	100%	94%	100%	100%	97%	100%
2008	123	98%	100%	94%	98%	100%	97%	100%
92nd MED GRP-FAIRCHILD								
2009	159	98%	89%	95%	<b>100%</b>	97%	96%	<b>99%</b>
2008	268	97%	80%	100%	96%	98%	95%	98%
95th MED GRP-EDWARDS								
2009	49	98%	82%	100%	100%	*	100%	97%
2008	66	94%	*	89%	91%	97%	93%	94%
99th MED GRP-O'CALLAGHAN HOSP								
2009	212	97%	93%	91%	98%	98%	97%	97%
2008	429	94%	88%	93%	91%	97%	95%	94%
319th MED GRP-GRAND FORKS								
2009	24	99%	92%	*	*	--	98%	100%
2008	30	95%	*	88%	*	*	86%	100%
341st MED GRP-MALMSTROM								
2009	60	96%	93%	93%	*	*	100%	91%
2008	77	99%	*	97%	100%	100%	99%	100%
354th MED GRP-EIELSON								
2009	16	80%	*	*	*	--	*	74%
2008	13	100%	*	*	*	*	*	100%

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## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

	Responses	Percent Excellent Top 3						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	297	96%	88%	91%	96%	97%	94%	97%
2008	523	96%	96%	86%	94%	98%	96%	96%
366th MED GRP-MOUNTAIN HOME								
2009	19	100%	*	*	*	*	*	100%
2008	14	100%	--	*	--	*	100%	*
377th MED GRP-KIRTLAND								
2009	150	95%	97%	96%	96%	94%	95%	96%
2008	228	90%	81%	88%	82%	95%	96%	83%
460th MED GRP-BUCKLEY AFB								
2009	338	98%	94%	95%	98%	99%	97%	99%
2008	516	98%	97%	96%	98%	99%	98%	98%
509th MED GRP-WHITEMAN								
2009	65	100%	100%	100%	100%	*	100%	100%
2008	73	99%	*	98%	100%	99%	97%	100%
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	42	100%	*	*	100%	100%	100%	100%
2008	66	90%	--	*	97%	84%	81%	98%
ALASKA								
2009	52	94%	91%	90%	*	*	93%	97%
2008	57	89%	83%	87%	*	*	88%	90%
ARIZONA-EXCLUDING YUMA AREA								
2009	183	97%	100%	90%	97%	98%	97%	98%
2008	259	94%	*	100%	89%	95%	92%	98%
BASSETT ACH-FT. WAINWRIGHT								
2009	6	*	*	*	--	--	*	*
2008	1	*	--	*	--	--	--	*
BMC BARSTOW								
2009	39	99%	*	93%	100%	*	96%	100%
2008	43	92%	*	*	94%	100%	100%	87%
BMC KEYPORT								
2009	5	*	--	*	*	*	*	*
2008	27	100%	--	*	*	100%	100%	*
BMC MCAS KANEOHE BAY								
2009	26	100%	*	100%	*	*	100%	100%
2008	41	100%	*	100%	*	100%	100%	100%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

	Responses	Percent Excellent Top 3						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	130	88%	85%	92%	89%	84%	89%	86%
2008	247	97%	*	95%	94%	99%	97%	97%
BMC YUMA								
2009	82	95%	100%	86%	95%	100%	92%	97%
2008	89	87%	*	89%	93%	81%	88%	86%
CIV EMP HLTH CLINIC-PUEBLO								
2009	25	88%	*	*	100%	*	97%	*
2008	31	100%	*	*	*	100%	100%	*
COLORADO								
2009	136	98%	96%	85%	100%	100%	100%	96%
2008	206	95%	88%	98%	97%	95%	95%	97%
EVANS ACH-FT. CARSON								
2009	20	97%	*	*	*	*	94%	100%
2008	35	97%	--	*	100%	95%	95%	100%
HAWAII								
2009	35	94%	*	92%	*	*	88%	100%
2008	53	95%	*	100%	88%	97%	94%	95%
IOWA-EXCLUDING QUAD CITIES								
2009	383	98%	98%	97%	99%	99%	98%	99%
2008	439	98%	100%	95%	98%	100%	98%	97%
IRWIN ACH-FT. RILEY								
2009	87	96%	87%	97%	94%	100%	98%	92%
2008	71	97%	*	95%	96%	100%	96%	97%
KANSAS								
2009	203	99%	96%	97%	97%	100%	99%	98%
2008	255	96%	100%	90%	100%	98%	96%	97%
L. WOOD ACH-FT. LEONARD WOOD								
2009	47	96%	*	96%	92%	100%	92%	99%
2008	79	98%	*	*	100%	98%	99%	97%
MADIGAN AMC-FT. LEWIS								
2009	54	99%	*	100%	96%	100%	100%	97%
2008	109	99%	*	*	100%	99%	100%	99%
MINNESOTA								
2009	533	98%	99%	95%	99%	99%	98%	98%
2008	676	97%	90%	96%	99%	99%	98%	96%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

			Percent Excellent Top 3					
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
<b>MONTANA</b>								
2009	189	99%	100%	97%	100%	99%	99%	98%
2008	260	99%	100%	100%	98%	100%	99%	100%
<b>MONTEREY AHC</b>								
2009	167	94%	89%	92%	100%	97%	97%	92%
2008	218	96%	96%	92%	98%	99%	96%	95%
<b>MUNSON AHC-FT. LEAVENWORTH</b>								
2009	139	95%	97%	93%	100%	92%	93%	98%
2008	175	95%	90%	88%	95%	100%	97%	92%
<b>NBHC CORONADO</b>								
2009	24	87%	*	91%	*	*	94%	*
2008	50	96%	--	90%	*	100%	95%	*
<b>NBHC EL CENTRO</b>								
2009	18	95%	*	*	*	*	*	88%
2008	17	95%	*	*	*	*	*	*
<b>NBHC FALLON</b>								
2009	23	100%	100%	--	100%	*	100%	100%
2008	25	92%	*	*	*	*	86%	100%
<b>NBHC MCB CAMP H.M. SMITH</b>								
2009	38	95%	84%	91%	*	*	*	94%
2008	58	96%	*	91%	100%	100%	96%	96%
<b>NBHC MCRD SAN DIEGO</b>								
2009	7	*	--	*	--	*	*	*
2008	76	95%	*	92%	*	99%	94%	96%
<b>NBHC NAS NORTH ISLAND</b>								
2009	2	*	--	*	--	--	--	*
2008	3	*	--	*	--	--	--	*
<b>NBHC NAS POINT MUGU</b>								
2009	66	94%	100%	87%	82%	100%	94%	95%
2008	69	99%	*	100%	100%	100%	100%	98%
<b>NBHC NAVSTA SAN DIEGO</b>								
2009	24	96%	*	93%	*	*	95%	*
2008	47	98%	--	97%	100%	100%	97%	100%
<b>NBHC NAVWPNCEN CHINA LAKE</b>								
2009	12	97%	*	*	*	*	*	*
2008	17	96%	*	*	*	*	*	*

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	5	*	--	*	*	*	*	--
NBHC PORT HUENEME								
2009	97	97%	84%	95%	100%	100%	99%	96%
2008	139	95%	88%	87%	100%	100%	98%	93%
NBHC PUGET SOUND								
2009	40	99%	*	95%	100%	100%	98%	100%
2008	83	94%	*	94%	85%	100%	98%	89%
NBHC SUBASE BANGOR								
2009	39	100%	*	*	100%	100%	100%	100%
2008	63	100%	--	100%	100%	100%	100%	100%
NEBRASKA								
2009	209	97%	98%	100%	100%	95%	98%	97%
2008	194	98%	100%	98%	100%	97%	98%	100%
NEVADA								
2009	109	95%	85%	91%	90%	100%	97%	93%
2008	179	97%	100%	100%	97%	97%	96%	100%
NEW MEXICO								
2009	91	98%	87%	91%	97%	100%	98%	97%
2008	112	97%	*	96%	95%	98%	96%	100%
NH BREMERTON								
2009	4	*	--	--	*	*	*	*
2008	8	*	--	*	--	*	*	*
NH CAMP PENDLETON								
2009	208	93%	75%	93%	94%	94%	96%	89%
2008	354	94%	93%	91%	91%	98%	95%	94%
NH LEMOORE								
2009	100	96%	90%	84%	100%	100%	96%	95%
2008	151	95%	*	93%	93%	98%	94%	97%
NH OAK HARBOR								
2009	52	99%	*	95%	100%	100%	100%	97%
2008	96	100%	*	100%	100%	99%	99%	100%
NH TWENTYNINE PALMS								
2009	54	93%	*	87%	95%	95%	97%	91%
2008	70	91%	*	96%	*	97%	96%	89%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

	Responses	Percent Excellent Top 3						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	11	75%	--	*	*	*	*	*
NHCL EVERETT								
2009	206	97%	92%	94%	95%	100%	98%	95%
2008	319	95%	100%	90%	99%	95%	96%	94%
NMC SAN DIEGO								
2009	43	99%	*	98%	*	100%	100%	98%
2008	3	*	--	*	--	*	*	*
NORTH DAKOTA								
2009	130	98%	98%	93%	100%	100%	96%	100%
2008	135	99%	100%	95%	100%	100%	99%	100%
NORTHERN CALIFORNIA								
2009	414	97%	95%	96%	96%	98%	97%	98%
2008	745	98%	95%	98%	95%	99%	98%	97%
NORTHERN IDAHO								
2009	44	100%	*	*	100%	100%	100%	100%
2008	59	88%	--	*	100%	83%	76%	100%
OREGON								
2009	475	97%	95%	94%	98%	98%	96%	99%
2008	760	98%	100%	91%	98%	99%	99%	96%
R W BLISS AHC-FT. HUACHUCA								
2009	86	92%	100%	96%	88%	96%	89%	98%
2008	119	96%	*	89%	92%	99%	96%	95%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	185	98%	93%	89%	100%	100%	100%	96%
2008	302	97%	100%	95%	97%	98%	98%	97%
SCHOFIELD BARRACKS AHC								
2009	19	93%	*	87%	*	*	*	91%
2008	25	94%	*	83%	*	*	*	91%
SD E COUNTY PRIMARY CARE CLIN								
2009	143	96%	*	88%	98%	100%	93%	100%
2008	216	94%	--	88%	91%	98%	91%	99%
SOLDIER FAMILY MED CLIN BIGGS								
2009	34	99%	*	100%	*	*	100%	98%
2008	61	91%	*	*	*	89%	89%	94%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

	Responses	Percent Excellent Top 3						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	137	98%	91%	100%	97%	98%	97%	99%
2008	161	100%	100%	100%	100%	100%	100%	100%
SOUTHERN CALIFORNIA								
2009	219	97%	91%	97%	93%	100%	98%	97%
2008	397	94%	79%	87%	92%	99%	93%	96%
SOUTHERN IDAHO								
2009	258	96%	97%	91%	95%	100%	97%	96%
2008	349	96%	93%	99%	94%	97%	96%	96%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	11	100%	*	*	*	--	*	*
2008	12	100%	*	*	*	*	*	*
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	2	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	93	95%	*	91%	100%	95%	94%	96%
2008	175	94%	--	89%	99%	96%	94%	94%
TRICARE OUTPATIENT-CLAIREMONT								
2009	110	98%	*	97%	100%	100%	98%	99%
2008	153	96%	--	93%	100%	100%	95%	96%
TRICARE OUTPATIENT-OCEANSIDE								
2009	140	92%	*	95%	86%	93%	95%	89%
2008	219	96%	*	94%	100%	97%	96%	97%
TRIPLER AMC-FT SHAFTER								
2009	88	99%	100%	97%	100%	*	100%	98%
2008	103	94%	*	92%	87%	98%	95%	93%
UTAH								
2009	160	99%	93%	98%	100%	100%	100%	99%
2008	172	98%	*	96%	100%	99%	97%	100%
WASHINGTON								
2009	213	99%	96%	100%	99%	99%	99%	100%
2008	377	95%	90%	96%	92%	98%	95%	97%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	4	*	*	--	--	--	*	--
2008	1	*	*	--	--	--	*	--
WESTERN MISSOURI								
2009	426	97%	92%	94%	98%	98%	98%	97%
2008	537	97%	95%	98%	95%	99%	98%	96%
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	82	98%	93%	100%	95%	100%	100%	97%
2008	104	96%	*	100%	90%	96%	95%	96%
WYOMING								
2009	38	100%	*	*	*	100%	100%	100%
2008	74	92%	*	100%	100%	85%	89%	100%
YUMA PROVING GROUND AHC								
2009	1	*	--	--	*	--	*	--
2008	3	*	*	--	*	*	*	*



## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Total	Active Duty	Percent Same Day				Primary Care	Specialty Care
				Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+			
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--	--
MHS Wide									
2009	61568	20%	21%	26%	18%	18%	26%	13%	
2008	--	--	--	--	--	--	--	--	--
Overall - Direct Care									
2009	26810	20%	21%	20%	15%	16%	23%	16%	
2008	--	--	--	--	--	--	--	--	--
Direct Care - CONUS <sup>2</sup>									
2009	24069	20%	21%	20%	15%	15%	22%	16%	
2008	--	--	--	--	--	--	--	--	--
Direct Care - OCONUS									
2009	2741	21%	23%	23%	15%	20%	25%	16%	
2008	--	--	--	--	--	--	--	--	--
Overall - Purchased Care									
2009	34758	20%	18%	30%	19%	18%	28%	12%	
2008	--	--	--	--	--	--	--	--	--
Purchased Care - North Region <sup>3</sup>									
2009	10410	22%	19%	32%	20%	20%	29%	13%	
2008	--	--	--	--	--	--	--	--	--
Purchased Care - South Region <sup>3</sup>									
2009	14034	20%	16%	32%	19%	19%	28%	12%	
2008	--	--	--	--	--	--	--	--	--
Purchased Care - West Region <sup>3</sup>									
2009	9916	19%	19%	27%	18%	15%	26%	11%	
2008	--	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan									
2009	397	20%	--	37%	28%	13%	27%	6%	
2008	--	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent Same Day						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	63	18%	4%	24%	0%	*	40%	6%
2008	--	--	--	--	--	--	--	--
5th MED GRP-MINOT								
2009	29	33%	21%	39%	*	--	68%	10%
2008	--	--	--	--	--	--	--	--
9th MED GRP-BEALE								
2009	143	18%	26%	26%	13%	18%	23%	10%
2008	--	--	--	--	--	--	--	--
10th MED GROUP-USAF ACADEMY CO								
2009	147	17%	13%	25%	20%	11%	25%	11%
2008	--	--	--	--	--	--	--	--
15th MED GRP-HICKAM								
2009	14	8%	*	9%	*	--	*	0%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	184	12%	14%	12%	7%	16%	18%	10%
2008	--	--	--	--	--	--	--	--
22nd MED GRP-MCCONNELL								
2009	111	20%	13%	52%	12%	12%	31%	9%
2008	--	--	--	--	--	--	--	--
27th SPEC OPS MED GRP-CANNON								
2009	19	28%	*	*	*	*	*	11%
2008	--	--	--	--	--	--	--	--
28th MED GRP-ELLSWORTH								
2009	86	24%	40%	28%	26%	16%	27%	23%
2008	--	--	--	--	--	--	--	--
30th MED GRP-VANDENBERG								
2009	81	28%	8%	32%	*	31%	34%	22%
2008	--	--	--	--	--	--	--	--
49th MED GRP-HOLLOMAN								
2009	36	17%	27%	*	*	*	30%	9%
2008	--	--	--	--	--	--	--	--
55th MED GRP-OFFUTT								
2009	190	16%	12%	19%	20%	13%	26%	9%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

**Domain: Access to Care**

**Q3B - # days from appt to visit**

	Responses	Percent Same Day						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
<b>56th MED GRP-LUKE</b>								
2009	431	16%	16%	23%	19%	13%	21%	12%
2008	--	--	--	--	--	--	--	--
<b>60th MED GRP-TRAVIS</b>								
2009	208	19%	17%	40%	24%	11%	28%	7%
2008	--	--	--	--	--	--	--	--
<b>61st MED GROUP-LOS ANGELES</b>								
2009	298	17%	9%	22%	18%	14%	23%	11%
2008	--	--	--	--	--	--	--	--
<b>62nd MED SQUAD-MCCHORD</b>								
2009	180	23%	4%	30%	11%	27%	32%	11%
2008	--	--	--	--	--	--	--	--
<b>75th MED GRP-HILL</b>								
2009	212	19%	17%	27%	17%	16%	25%	14%
2008	--	--	--	--	--	--	--	--
<b>90th MED GRP-F.E. WARREN</b>								
2009	60	19%	15%	37%	5%	*	26%	12%
2008	--	--	--	--	--	--	--	--
<b>92nd MED GRP-FAIRCHILD</b>								
2009	141	15%	8%	37%	20%	6%	21%	9%
2008	--	--	--	--	--	--	--	--
<b>95th MED GRP-EDWARDS</b>								
2009	44	22%	5%	17%	15%	*	28%	17%
2008	--	--	--	--	--	--	--	--
<b>99th MED GRP-O'CALLAGHAN HOSP</b>								
2009	207	17%	31%	14%	19%	15%	28%	9%
2008	--	--	--	--	--	--	--	--
<b>319th MED GRP-GRAND FORKS</b>								
2009	26	22%	38%	*	*	--	33%	9%
2008	--	--	--	--	--	--	--	--
<b>341st MED GRP-MALMSTROM</b>								
2009	51	30%	11%	23%	*	*	46%	5%
2008	--	--	--	--	--	--	--	--
<b>354th MED GRP-EIELSON</b>								
2009	20	16%	18%	*	*	--	*	5%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent Same Day						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	263	10%	5%	19%	13%	8%	16%	6%
2008	--	--	--	--	--	--	--	--
366th MED GRP-MOUNTAIN HOME								
2009	16	18%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
377th MED GRP-KIRTLAND								
2009	137	21%	5%	10%	16%	33%	36%	4%
2008	--	--	--	--	--	--	--	--
460th MED GRP-BUCKLEY AFB								
2009	279	16%	19%	32%	15%	11%	22%	9%
2008	--	--	--	--	--	--	--	--
509th MED GRP-WHITEMAN								
2009	63	15%	8%	18%	11%	*	25%	7%
2008	--	--	--	--	--	--	--	--
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	34	13%	*	*	7%	11%	22%	0%
2008	--	--	--	--	--	--	--	--
ALASKA								
2009	41	19%	12%	23%	*	*	25%	0%
2008	--	--	--	--	--	--	--	--
ARIZONA-EXCLUDING YUMA AREA								
2009	150	14%	24%	30%	16%	12%	18%	9%
2008	--	--	--	--	--	--	--	--
BASSETT ACH-FT. WAINWRIGHT								
2009	5	*	*	*	--	--	*	*
2008	--	--	--	--	--	--	--	--
BMC BARSTOW								
2009	33	14%	*	*	24%	*	27%	7%
2008	--	--	--	--	--	--	--	--
BMC KEYPORT								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
BMC MCAS KANE OHE BAY								
2009	25	20%	*	49%	*	*	34%	5%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent Same Day						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	114	9%	0%	21%	5%	6%	12%	6%
2008	--	--	--	--	--	--	--	--
BMC YUMA								
2009	72	11%	5%	9%	10%	13%	7%	14%
2008	--	--	--	--	--	--	--	--
CIV EMP HLTH CLINIC-PUEBLO								
2009	23	18%	--	*	*	20%	22%	*
2008	--	--	--	--	--	--	--	--
COLORADO								
2009	113	17%	20%	22%	10%	20%	25%	9%
2008	--	--	--	--	--	--	--	--
EVANS ACH-FT. CARSON								
2009	18	14%	*	*	*	*	*	8%
2008	--	--	--	--	--	--	--	--
HAWAII								
2009	31	22%	*	38%	*	*	26%	18%
2008	--	--	--	--	--	--	--	--
IOWA-EXCLUDING QUAD CITIES								
2009	286	26%	34%	34%	31%	18%	35%	13%
2008	--	--	--	--	--	--	--	--
IRWIN ACH-FT. RILEY								
2009	77	22%	16%	28%	16%	*	27%	13%
2008	--	--	--	--	--	--	--	--
KANSAS								
2009	167	30%	16%	35%	40%	26%	41%	14%
2008	--	--	--	--	--	--	--	--
L. WOOD ACH-FT. LEONARD WOOD								
2009	42	19%	*	32%	7%	*	27%	13%
2008	--	--	--	--	--	--	--	--
MADIGAN AMC-FT. LEWIS								
2009	47	5%	*	13%	7%	0%	5%	6%
2008	--	--	--	--	--	--	--	--
MINNESOTA								
2009	407	20%	28%	25%	21%	17%	28%	8%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent Same Day							
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
MONTANA									
2009	160	14%	32%	23%	11%	12%	17%	10%	
2008	--	--	--	--	--	--	--	--	
MONTEREY AHC									
2009	144	16%	15%	11%	36%	16%	21%	12%	
2008	--	--	--	--	--	--	--	--	
MUNSON AHC-FT. LEAVENWORTH									
2009	124	23%	36%	27%	10%	28%	35%	14%	
2008	--	--	--	--	--	--	--	--	
NBHC CORONADO									
2009	23	39%	*	14%	*	*	32%	*	
2008	--	--	--	--	--	--	--	--	
NBHC EL CENTRO									
2009	12	30%	*	*	*	*	*	*	
2008	--	--	--	--	--	--	--	--	
NBHC FALLON									
2009	19	27%	*	--	*	*	*	2%	
2008	--	--	--	--	--	--	--	--	
NBHC MCB CAMP H.M. SMITH									
2009	29	9%	*	30%	*	*	*	0%	
2008	--	--	--	--	--	--	--	--	
NBHC MCRD SAN DIEGO									
2009	5	*	*	*	*	*	*	*	
2008	--	--	--	--	--	--	--	--	
NBHC NAS NORTH ISLAND									
2009	2	*	--	*	--	--	--	*	
2008	--	--	--	--	--	--	--	--	
NBHC NAS POINT MUGU									
2009	46	16%	*	9%	*	20%	14%	17%	
2008	--	--	--	--	--	--	--	--	
NBHC NAVSTA SAN DIEGO									
2009	22	14%	*	26%	*	*	13%	*	
2008	--	--	--	--	--	--	--	--	
NBHC NAVWPNCEN CHINA LAKE									
2009	12	15%	*	*	*	*	*	*	
2008	--	--	--	--	--	--	--	--	

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent Same Day						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	--	--	--	--	--	--	--	--
NBHC PORT HUENEME								
2009	83	10%	2%	7%	16%	11%	17%	7%
2008	--	--	--	--	--	--	--	--
NBHC PUGET SOUND								
2009	34	25%	*	16%	52%	*	34%	19%
2008	--	--	--	--	--	--	--	--
NBHC SUBASE BANGOR								
2009	32	10%	*	*	18%	8%	19%	0%
2008	--	--	--	--	--	--	--	--
NEBRASKA								
2009	151	27%	36%	32%	12%	28%	30%	19%
2008	--	--	--	--	--	--	--	--
NEVADA								
2009	95	11%	12%	21%	7%	11%	12%	11%
2008	--	--	--	--	--	--	--	--
NEW MEXICO								
2009	81	23%	36%	50%	8%	23%	28%	15%
2008	--	--	--	--	--	--	--	--
NH BREMERTON								
2009	6	*	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NH CAMP PENDLETON								
2009	183	21%	30%	40%	15%	9%	30%	11%
2008	--	--	--	--	--	--	--	--
NH LEMOORE								
2009	77	22%	8%	40%	15%	22%	33%	13%
2008	--	--	--	--	--	--	--	--
NH OAK HARBOR								
2009	43	8%	*	21%	*	8%	6%	12%
2008	--	--	--	--	--	--	--	--
NH TWENTYNINE PALMS								
2009	49	14%	*	10%	6%	19%	27%	9%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent Same Day						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NHCL EVERETT								
2009	175	17%	16%	33%	12%	12%	22%	12%
2008	--	--	--	--	--	--	--	--
NMC SAN DIEGO								
2009	38	3%	*	12%	*	0%	6%	0%
2008	--	--	--	--	--	--	--	--
NORTH DAKOTA								
2009	97	21%	43%	17%	38%	10%	22%	20%
2008	--	--	--	--	--	--	--	--
NORTHERN CALIFORNIA								
2009	334	20%	15%	31%	22%	16%	26%	14%
2008	--	--	--	--	--	--	--	--
NORTHERN IDAHO								
2009	31	12%	*	*	7%	9%	17%	*
2008	--	--	--	--	--	--	--	--
OREGON								
2009	390	15%	16%	24%	19%	11%	19%	10%
2008	--	--	--	--	--	--	--	--
R W BLISS AHC-FT. HUACHUCA								
2009	71	15%	*	39%	19%	5%	21%	3%
2008	--	--	--	--	--	--	--	--
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	153	28%	23%	21%	36%	26%	40%	18%
2008	--	--	--	--	--	--	--	--
SCHOFIELD BARRACKS AHC								
2009	19	12%	*	18%	*	*	*	8%
2008	--	--	--	--	--	--	--	--
SD E COUNTY PRIMARY CARE CLIN								
2009	112	18%	*	26%	11%	16%	24%	11%
2008	--	--	--	--	--	--	--	--
SOLDIER FAMILY MED CLIN BIGGS								
2009	41	19%	*	35%	*	*	34%	7%
2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent Same Day						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	112	27%	29%	38%	26%	21%	32%	18%
2008	--	--	--	--	--	--	--	--
SOUTHERN CALIFORNIA								
2009	193	15%	28%	15%	24%	8%	21%	7%
2008	--	--	--	--	--	--	--	--
SOUTHERN IDAHO								
2009	202	27%	28%	31%	31%	23%	35%	15%
2008	--	--	--	--	--	--	--	--
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	9	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CHULA VISTA								
2009	72	23%	*	30%	36%	12%	31%	14%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CLAIREMONT								
2009	83	22%	*	28%	12%	18%	23%	19%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-OCEANSIDE								
2009	107	22%	*	30%	14%	19%	35%	8%
2008	--	--	--	--	--	--	--	--
TRIPLER AMC-FT SHAFTER								
2009	78	33%	20%	38%	33%	28%	49%	21%
2008	--	--	--	--	--	--	--	--
UTAH								
2009	129	20%	22%	37%	23%	14%	25%	14%
2008	--	--	--	--	--	--	--	--
WASHINGTON								
2009	156	18%	24%	28%	16%	15%	26%	7%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

		Percent Same Day						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	2	*	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI								
2009	338	21%	16%	30%	26%	17%	29%	8%
2008	--	--	--	--	--	--	--	--
WESTERN TEXAS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	80	15%	10%	51%	6%	8%	24%	3%
2008	--	--	--	--	--	--	--	--
WYOMING								
2009	28	26%	*	*	*	22%	31%	*
2008	--	--	--	--	--	--	--	--
YUMA PROVING GROUND AHC								
2009	2	*	--	--	*	*	*	--
2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Total	Active Duty	Percent 1-7 Days				
				Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
MHS Wide								
2009	61568	52%	46%	45%	53%	57%	53%	49%
2008	--	--	--	--	--	--	--	--
Overall - Direct Care								
2009	26810	45%	45%	43%	46%	43%	48%	40%
2008	--	--	--	--	--	--	--	--
Direct Care - CONUS <sup>2</sup>								
2009	24069	44%	45%	43%	45%	43%	47%	40%
2008	--	--	--	--	--	--	--	--
Direct Care - OCONUS								
2009	2741	47%	48%	42%	51%	49%	50%	43%
2008	--	--	--	--	--	--	--	--
Overall - Purchased Care								
2009	34758	55%	52%	47%	55%	57%	56%	53%
2008	--	--	--	--	--	--	--	--
Purchased Care - North Region <sup>3</sup>								
2009	10410	52%	51%	46%	53%	54%	53%	50%
2008	--	--	--	--	--	--	--	--
Purchased Care - South Region <sup>3</sup>								
2009	14034	56%	53%	47%	56%	59%	58%	55%
2008	--	--	--	--	--	--	--	--
Purchased Care - West Region <sup>3</sup>								
2009	9916	55%	51%	50%	54%	59%	58%	53%
2008	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan								
2009	397	58%	--	42%	56%	61%	59%	55%
2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 1-7 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	63	46%	42%	39%	67%	*	42%	48%
2008	--	--	--	--	--	--	--	--
5th MED GRP-MINOT								
2009	29	40%	18%	42%	*	--	12%	58%
2008	--	--	--	--	--	--	--	--
9th MED GRP-BEALE								
2009	143	64%	52%	49%	54%	70%	68%	56%
2008	--	--	--	--	--	--	--	--
10th MED GROUP-USAF ACADEMY CO								
2009	147	61%	51%	47%	55%	79%	66%	58%
2008	--	--	--	--	--	--	--	--
15th MED GRP-HICKAM								
2009	14	58%	*	51%	*	--	*	68%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	184	50%	60%	57%	49%	48%	56%	47%
2008	--	--	--	--	--	--	--	--
22nd MED GRP-MCCONNELL								
2009	111	50%	50%	39%	54%	53%	57%	44%
2008	--	--	--	--	--	--	--	--
27th SPEC OPS MED GRP-CANNON								
2009	19	43%	*	*	*	*	*	51%
2008	--	--	--	--	--	--	--	--
28th MED GRP-ELLSWORTH								
2009	86	51%	31%	53%	51%	55%	55%	48%
2008	--	--	--	--	--	--	--	--
30th MED GRP-VANDENBERG								
2009	81	37%	60%	47%	*	37%	41%	33%
2008	--	--	--	--	--	--	--	--
49th MED GRP-HOLLOMAN								
2009	36	56%	46%	*	*	*	65%	49%
2008	--	--	--	--	--	--	--	--
55th MED GRP-OFFUTT								
2009	190	56%	54%	57%	59%	53%	62%	51%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

**Domain: Access to Care**

**Q3B - # days from appt to visit**

	Responses	Percent 1-7 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
<b>56th MED GRP-LUKE</b>								
2009	431	56%	37%	57%	52%	59%	61%	53%
2008	--	--	--	--	--	--	--	--
<b>60th MED GRP-TRAVIS</b>								
2009	208	61%	48%	41%	59%	68%	59%	64%
2008	--	--	--	--	--	--	--	--
<b>61st MED GROUP-LOS ANGELES</b>								
2009	298	60%	58%	50%	61%	65%	62%	59%
2008	--	--	--	--	--	--	--	--
<b>62nd MED SQUAD-MCCHORD</b>								
2009	180	49%	62%	50%	48%	48%	49%	48%
2008	--	--	--	--	--	--	--	--
<b>75th MED GRP-HILL</b>								
2009	212	50%	47%	55%	47%	51%	61%	42%
2008	--	--	--	--	--	--	--	--
<b>90th MED GRP-F.E. WARREN</b>								
2009	60	66%	72%	41%	81%	*	56%	76%
2008	--	--	--	--	--	--	--	--
<b>92nd MED GRP-FAIRCHILD</b>								
2009	141	43%	57%	27%	48%	43%	53%	35%
2008	--	--	--	--	--	--	--	--
<b>95th MED GRP-EDWARDS</b>								
2009	44	49%	62%	30%	60%	*	62%	38%
2008	--	--	--	--	--	--	--	--
<b>99th MED GRP-O'CALLAGHAN HOSP</b>								
2009	207	51%	25%	52%	47%	57%	49%	53%
2008	--	--	--	--	--	--	--	--
<b>319th MED GRP-GRAND FORKS</b>								
2009	26	57%	32%	*	*	--	65%	48%
2008	--	--	--	--	--	--	--	--
<b>341st MED GRP-MALMSTROM</b>								
2009	51	46%	47%	67%	*	*	39%	58%
2008	--	--	--	--	--	--	--	--
<b>354th MED GRP-EIELSON</b>								
2009	20	35%	52%	*	*	--	*	45%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 1-7 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	263	53%	44%	49%	45%	57%	56%	50%
2008	--	--	--	--	--	--	--	--
366th MED GRP-MOUNTAIN HOME								
2009	16	80%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
377th MED GRP-KIRTLAND								
2009	137	39%	30%	60%	40%	30%	37%	41%
2008	--	--	--	--	--	--	--	--
460th MED GRP-BUCKLEY AFB								
2009	279	54%	44%	43%	56%	56%	53%	54%
2008	--	--	--	--	--	--	--	--
509th MED GRP-WHITEMAN								
2009	63	63%	61%	56%	64%	*	64%	61%
2008	--	--	--	--	--	--	--	--
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	34	65%	*	*	67%	71%	67%	63%
2008	--	--	--	--	--	--	--	--
ALASKA								
2009	41	62%	55%	71%	*	*	55%	87%
2008	--	--	--	--	--	--	--	--
ARIZONA-EXCLUDING YUMA AREA								
2009	150	65%	55%	48%	69%	67%	65%	66%
2008	--	--	--	--	--	--	--	--
BASSETT ACH-FT. WAINWRIGHT								
2009	5	*	*	*	--	--	*	*
2008	--	--	--	--	--	--	--	--
BMC BARSTOW								
2009	33	43%	*	*	44%	*	28%	53%
2008	--	--	--	--	--	--	--	--
BMC KEYPORT								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
BMC MCAS KANE OHE BAY								
2009	25	76%	*	51%	*	*	66%	87%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 1-7 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	114	66%	60%	58%	84%	57%	61%	71%
2008	--	--	--	--	--	--	--	--
BMC YUMA								
2009	72	55%	64%	51%	33%	68%	66%	45%
2008	--	--	--	--	--	--	--	--
CIV EMP HLTH CLINIC-PUEBLO								
2009	23	52%	--	*	*	60%	52%	*
2008	--	--	--	--	--	--	--	--
COLORADO								
2009	113	59%	53%	40%	65%	61%	63%	55%
2008	--	--	--	--	--	--	--	--
EVANS ACH-FT. CARSON								
2009	18	65%	*	*	*	*	*	83%
2008	--	--	--	--	--	--	--	--
HAWAII								
2009	31	58%	*	35%	*	*	59%	57%
2008	--	--	--	--	--	--	--	--
IOWA-EXCLUDING QUAD CITIES								
2009	286	57%	44%	53%	61%	58%	55%	59%
2008	--	--	--	--	--	--	--	--
IRWIN ACH-FT. RILEY								
2009	77	51%	27%	57%	60%	*	58%	41%
2008	--	--	--	--	--	--	--	--
KANSAS								
2009	167	50%	73%	43%	46%	51%	48%	54%
2008	--	--	--	--	--	--	--	--
L. WOOD ACH-FT. LEONARD WOOD								
2009	42	47%	*	33%	43%	*	62%	35%
2008	--	--	--	--	--	--	--	--
MADIGAN AMC-FT. LEWIS								
2009	47	66%	*	56%	64%	72%	74%	59%
2008	--	--	--	--	--	--	--	--
MINNESOTA								
2009	407	56%	53%	53%	62%	55%	61%	49%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days						
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA								
2009	160	59%	55%	54%	66%	58%	61%	55%
2008	--	--	--	--	--	--	--	--
MONTEREY AHC								
2009	144	51%	60%	64%	42%	42%	45%	56%
2008	--	--	--	--	--	--	--	--
MUNSON AHC-FT. LEAVENWORTH								
2009	124	45%	32%	45%	54%	38%	50%	40%
2008	--	--	--	--	--	--	--	--
NBHC CORONADO								
2009	23	54%	*	75%	*	*	59%	*
2008	--	--	--	--	--	--	--	--
NBHC EL CENTRO								
2009	12	39%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC FALLON								
2009	19	66%	*	--	*	*	*	83%
2008	--	--	--	--	--	--	--	--
NBHC MCB CAMP H.M. SMITH								
2009	29	59%	*	39%	*	*	*	60%
2008	--	--	--	--	--	--	--	--
NBHC MCRD SAN DIEGO								
2009	5	*	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC NAS NORTH ISLAND								
2009	2	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
NBHC NAS POINT MUGU								
2009	46	57%	*	48%	*	57%	69%	50%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SAN DIEGO								
2009	22	65%	*	57%	*	*	62%	*
2008	--	--	--	--	--	--	--	--
NBHC NAVWPNCEN CHINA LAKE								
2009	12	77%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 1-7 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	--	--	--	--	--	--	--	--
NBHC PORT HUENEME								
2009	83	61%	61%	73%	39%	68%	67%	58%
2008	--	--	--	--	--	--	--	--
NBHC PUGET SOUND								
2009	34	57%	*	43%	48%	*	48%	62%
2008	--	--	--	--	--	--	--	--
NBHC SUBASE BANGOR								
2009	32	54%	*	*	57%	48%	68%	39%
2008	--	--	--	--	--	--	--	--
NEBRASKA								
2009	151	63%	58%	60%	72%	63%	63%	65%
2008	--	--	--	--	--	--	--	--
NEVADA								
2009	95	66%	54%	46%	66%	73%	76%	59%
2008	--	--	--	--	--	--	--	--
NEW MEXICO								
2009	81	45%	32%	39%	62%	42%	52%	34%
2008	--	--	--	--	--	--	--	--
NH BREMERTON								
2009	6	*	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NH CAMP PENDLETON								
2009	183	59%	70%	50%	65%	61%	65%	51%
2008	--	--	--	--	--	--	--	--
NH LEMOORE								
2009	77	45%	60%	31%	48%	45%	55%	36%
2008	--	--	--	--	--	--	--	--
NH OAK HARBOR								
2009	43	66%	*	73%	*	78%	82%	37%
2008	--	--	--	--	--	--	--	--
NH TWENTYNINE PALMS								
2009	49	55%	*	41%	50%	64%	63%	52%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 1-7 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NHCL EVERETT								
2009	175	64%	50%	49%	66%	72%	66%	61%
2008	--	--	--	--	--	--	--	--
NMC SAN DIEGO								
2009	38	71%	*	66%	*	84%	72%	70%
2008	--	--	--	--	--	--	--	--
NORTH DAKOTA								
2009	97	53%	40%	49%	45%	64%	55%	48%
2008	--	--	--	--	--	--	--	--
NORTHERN CALIFORNIA								
2009	334	57%	64%	47%	56%	60%	57%	57%
2008	--	--	--	--	--	--	--	--
NORTHERN IDAHO								
2009	31	45%	*	*	42%	49%	48%	*
2008	--	--	--	--	--	--	--	--
OREGON								
2009	390	58%	63%	51%	53%	62%	62%	54%
2008	--	--	--	--	--	--	--	--
R W BLISS AHC-FT. HUACHUCA								
2009	71	54%	*	37%	52%	57%	55%	51%
2008	--	--	--	--	--	--	--	--
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	153	46%	34%	37%	40%	54%	52%	41%
2008	--	--	--	--	--	--	--	--
SCHOFIELD BARRACKS AHC								
2009	19	67%	*	53%	*	*	*	66%
2008	--	--	--	--	--	--	--	--
SD E COUNTY PRIMARY CARE CLIN								
2009	112	52%	*	40%	69%	51%	56%	47%
2008	--	--	--	--	--	--	--	--
SOLDIER FAMILY MED CLIN BIGGS								
2009	41	50%	*	59%	*	*	39%	59%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 1-7 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	112	52%	51%	55%	58%	47%	59%	39%
2008	--	--	--	--	--	--	--	--
SOUTHERN CALIFORNIA								
2009	193	54%	49%	53%	45%	60%	59%	47%
2008	--	--	--	--	--	--	--	--
SOUTHERN IDAHO								
2009	202	52%	48%	36%	46%	62%	50%	55%
2008	--	--	--	--	--	--	--	--
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	9	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CHULA VISTA								
2009	72	54%	*	46%	53%	60%	54%	55%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CLAIREMONT								
2009	83	54%	*	45%	88%	48%	65%	37%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-OCEANSIDE								
2009	107	62%	*	58%	60%	65%	50%	73%
2008	--	--	--	--	--	--	--	--
TRIPLER AMC-FT SHAFTER								
2009	78	37%	72%	40%	36%	33%	38%	36%
2008	--	--	--	--	--	--	--	--
UTAH								
2009	129	54%	64%	49%	50%	56%	55%	53%
2008	--	--	--	--	--	--	--	--
WASHINGTON								
2009	156	56%	57%	51%	59%	56%	53%	61%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	2	*	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI								
2009	338	60%	36%	45%	56%	65%	59%	61%
2008	--	--	--	--	--	--	--	--
WESTERN TEXAS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	80	58%	61%	37%	59%	65%	58%	58%
2008	--	--	--	--	--	--	--	--
WYOMING								
2009	28	57%	*	*	*	70%	48%	*
2008	--	--	--	--	--	--	--	--
YUMA PROVING GROUND AHC								
2009	2	*	--	--	*	*	*	--
2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 8-30 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	61568	24%	30%	25%	24%	20%	18%	32%
2008	--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>								
2009	26810	32%	30%	33%	36%	38%	27%	39%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	24069	33%	31%	33%	36%	39%	28%	39%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - OCONUS</b>								
2009	2741	28%	27%	31%	31%	29%	23%	37%
2008	--	--	--	--	--	--	--	--
<b>Overall - Purchased Care</b>								
2009	34758	20%	27%	19%	21%	19%	13%	29%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	10410	21%	26%	18%	21%	20%	15%	29%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	14034	19%	27%	18%	21%	17%	12%	27%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	9916	21%	27%	20%	22%	21%	13%	30%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	397	18%	--	12%	12%	22%	10%	34%
2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 8-30 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	63	33%	51%	31%	33%	*	18%	42%
2008	--	--	--	--	--	--	--	--
5th MED GRP-MINOT								
2009	29	27%	62%	20%	*	--	20%	32%
2008	--	--	--	--	--	--	--	--
9th MED GRP-BEALE								
2009	143	12%	21%	19%	22%	7%	6%	22%
2008	--	--	--	--	--	--	--	--
10th MED GROUP-USAF ACADEMY CO								
2009	147	16%	30%	14%	20%	10%	7%	24%
2008	--	--	--	--	--	--	--	--
15th MED GRP-HICKAM								
2009	14	34%	*	39%	*	--	*	32%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	184	31%	22%	31%	41%	27%	19%	38%
2008	--	--	--	--	--	--	--	--
22nd MED GRP-MCCONNELL								
2009	111	24%	29%	7%	27%	29%	9%	40%
2008	--	--	--	--	--	--	--	--
27th SPEC OPS MED GRP-CANNON								
2009	19	29%	*	*	*	*	*	38%
2008	--	--	--	--	--	--	--	--
28th MED GRP-ELLSWORTH								
2009	86	21%	22%	15%	17%	30%	18%	23%
2008	--	--	--	--	--	--	--	--
30th MED GRP-VANDENBERG								
2009	81	33%	32%	22%	*	32%	23%	43%
2008	--	--	--	--	--	--	--	--
49th MED GRP-HOLLOMAN								
2009	36	23%	27%	*	*	*	4%	35%
2008	--	--	--	--	--	--	--	--
55th MED GRP-OFFUTT								
2009	190	21%	29%	18%	16%	26%	10%	30%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 8-30 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	431	24%	43%	14%	25%	24%	16%	30%
2008	--	--	--	--	--	--	--	--
60th MED GRP-TRAVIS								
2009	208	14%	35%	12%	15%	14%	5%	26%
2008	--	--	--	--	--	--	--	--
61st MED GROUP-LOS ANGELES								
2009	298	20%	34%	28%	18%	17%	13%	27%
2008	--	--	--	--	--	--	--	--
62nd MED SQUAD-MCCHORD								
2009	180	24%	29%	18%	30%	23%	15%	36%
2008	--	--	--	--	--	--	--	--
75th MED GRP-HILL								
2009	212	23%	33%	14%	19%	29%	10%	33%
2008	--	--	--	--	--	--	--	--
90th MED GRP-F.E. WARREN								
2009	60	15%	13%	22%	14%	*	17%	12%
2008	--	--	--	--	--	--	--	--
92nd MED GRP-FAIRCHILD								
2009	141	29%	33%	27%	25%	32%	17%	40%
2008	--	--	--	--	--	--	--	--
95th MED GRP-EDWARDS								
2009	44	17%	33%	42%	12%	*	5%	27%
2008	--	--	--	--	--	--	--	--
99th MED GRP-O'CALLAGHAN HOSP								
2009	207	28%	38%	24%	30%	28%	21%	33%
2008	--	--	--	--	--	--	--	--
319th MED GRP-GRAND FORKS								
2009	26	12%	18%	*	*	--	0%	27%
2008	--	--	--	--	--	--	--	--
341st MED GRP-MALMSTROM								
2009	51	22%	31%	10%	*	*	12%	37%
2008	--	--	--	--	--	--	--	--
354th MED GRP-EIELSON								
2009	20	49%	30%	*	*	--	*	50%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 8-30 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	263	30%	46%	31%	32%	28%	21%	37%
2008	--	--	--	--	--	--	--	--
366th MED GRP-MOUNTAIN HOME								
2009	16	2%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
377th MED GRP-KIRTLAND								
2009	137	37%	46%	18%	41%	37%	26%	48%
2008	--	--	--	--	--	--	--	--
460th MED GRP-BUCKLEY AFB								
2009	279	25%	33%	22%	23%	27%	18%	34%
2008	--	--	--	--	--	--	--	--
509th MED GRP-WHITEMAN								
2009	63	20%	31%	26%	21%	*	11%	28%
2008	--	--	--	--	--	--	--	--
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	34	20%	*	*	23%	18%	11%	33%
2008	--	--	--	--	--	--	--	--
ALASKA								
2009	41	19%	34%	6%	*	*	21%	13%
2008	--	--	--	--	--	--	--	--
ARIZONA-EXCLUDING YUMA AREA								
2009	150	16%	21%	22%	15%	16%	14%	19%
2008	--	--	--	--	--	--	--	--
BASSETT ACH-FT. WAINWRIGHT								
2009	5	*	*	*	--	--	*	*
2008	--	--	--	--	--	--	--	--
BMC BARSTOW								
2009	33	26%	*	*	32%	*	18%	31%
2008	--	--	--	--	--	--	--	--
BMC KEYPORT								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
BMC MCAS KANE OHE BAY								
2009	25	4%	*	0%	*	*	0%	8%
2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 8-30 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	114	17%	30%	17%	8%	22%	13%	21%
2008	--	--	--	--	--	--	--	--
BMC YUMA								
2009	72	33%	30%	38%	50%	18%	25%	39%
2008	--	--	--	--	--	--	--	--
CIV EMP HLTH CLINIC-PUEBLO								
2009	23	18%	--	*	*	6%	12%	*
2008	--	--	--	--	--	--	--	--
COLORADO								
2009	113	22%	22%	30%	23%	19%	11%	34%
2008	--	--	--	--	--	--	--	--
EVANS ACH-FT. CARSON								
2009	18	20%	*	*	*	*	*	10%
2008	--	--	--	--	--	--	--	--
HAWAII								
2009	31	17%	*	14%	*	*	15%	18%
2008	--	--	--	--	--	--	--	--
IOWA-EXCLUDING QUAD CITIES								
2009	286	13%	20%	10%	8%	15%	9%	17%
2008	--	--	--	--	--	--	--	--
IRWIN ACH-FT. RILEY								
2009	77	20%	46%	8%	15%	*	11%	35%
2008	--	--	--	--	--	--	--	--
KANSAS								
2009	167	13%	9%	19%	14%	12%	9%	19%
2008	--	--	--	--	--	--	--	--
L. WOOD ACH-FT. LEONARD WOOD								
2009	42	28%	*	22%	44%	*	9%	44%
2008	--	--	--	--	--	--	--	--
MADIGAN AMC-FT. LEWIS								
2009	47	23%	*	14%	21%	28%	7%	35%
2008	--	--	--	--	--	--	--	--
MINNESOTA								
2009	407	20%	16%	19%	16%	22%	10%	36%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days						
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA								
2009	160	21%	13%	14%	18%	25%	18%	27%
2008	--	--	--	--	--	--	--	--
MONTEREY AHC								
2009	144	27%	24%	21%	22%	33%	29%	25%
2008	--	--	--	--	--	--	--	--
MUNSON AHC-FT. LEAVENWORTH								
2009	124	25%	31%	25%	22%	26%	14%	33%
2008	--	--	--	--	--	--	--	--
NBHC CORONADO								
2009	23	6%	*	11%	*	*	9%	*
2008	--	--	--	--	--	--	--	--
NBHC EL CENTRO								
2009	12	25%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC FALLON								
2009	19	6%	*	--	*	*	*	13%
2008	--	--	--	--	--	--	--	--
NBHC MCB CAMP H.M. SMITH								
2009	29	32%	*	31%	*	*	*	40%
2008	--	--	--	--	--	--	--	--
NBHC MCRD SAN DIEGO								
2009	5	*	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC NAS NORTH ISLAND								
2009	2	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
NBHC NAS POINT MUGU								
2009	46	27%	*	43%	*	23%	17%	33%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SAN DIEGO								
2009	22	22%	*	17%	*	*	25%	*
2008	--	--	--	--	--	--	--	--
NBHC NAVWPNCEN CHINA LAKE								
2009	12	8%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--

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## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	--	--	--	--	--	--	--	--
NBHC PORT HUENEME								
2009	83	26%	35%	21%	34%	21%	15%	31%
2008	--	--	--	--	--	--	--	--
NBHC PUGET SOUND								
2009	34	11%	*	28%	0%	*	18%	7%
2008	--	--	--	--	--	--	--	--
NBHC SUBASE BANGOR								
2009	32	31%	*	*	25%	35%	13%	51%
2008	--	--	--	--	--	--	--	--
NEBRASKA								
2009	151	9%	4%	9%	13%	9%	7%	14%
2008	--	--	--	--	--	--	--	--
NEVADA								
2009	95	21%	28%	33%	25%	16%	10%	30%
2008	--	--	--	--	--	--	--	--
NEW MEXICO								
2009	81	25%	21%	9%	24%	28%	18%	38%
2008	--	--	--	--	--	--	--	--
NH BREMERTON								
2009	6	*	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NH CAMP PENDLETON								
2009	183	18%	0%	8%	16%	30%	4%	36%
2008	--	--	--	--	--	--	--	--
NH LEMOORE								
2009	77	32%	21%	24%	37%	33%	10%	50%
2008	--	--	--	--	--	--	--	--
NH OAK HARBOR								
2009	43	26%	*	6%	*	14%	12%	51%
2008	--	--	--	--	--	--	--	--
NH TWENTYNINE PALMS								
2009	49	29%	*	49%	44%	17%	10%	38%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 8-30 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NHCL EVERETT								
2009	175	17%	26%	15%	20%	16%	11%	25%
2008	--	--	--	--	--	--	--	--
NMC SAN DIEGO								
2009	38	20%	*	22%	*	7%	21%	19%
2008	--	--	--	--	--	--	--	--
NORTH DAKOTA								
2009	97	20%	12%	24%	18%	21%	19%	24%
2008	--	--	--	--	--	--	--	--
NORTHERN CALIFORNIA								
2009	334	18%	20%	19%	19%	16%	14%	21%
2008	--	--	--	--	--	--	--	--
NORTHERN IDAHO								
2009	31	38%	*	*	51%	33%	29%	*
2008	--	--	--	--	--	--	--	--
OREGON								
2009	390	24%	16%	24%	27%	24%	17%	33%
2008	--	--	--	--	--	--	--	--
R W BLISS AHC-FT. HUACHUCA								
2009	71	22%	*	10%	15%	32%	17%	30%
2008	--	--	--	--	--	--	--	--
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	153	20%	36%	37%	21%	12%	5%	34%
2008	--	--	--	--	--	--	--	--
SCHOFIELD BARRACKS AHC								
2009	19	22%	*	29%	*	*	*	25%
2008	--	--	--	--	--	--	--	--
SD E COUNTY PRIMARY CARE CLIN								
2009	112	23%	*	34%	18%	19%	17%	29%
2008	--	--	--	--	--	--	--	--
SOLDIER FAMILY MED CLIN BIGGS								
2009	41	19%	*	6%	*	*	20%	18%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 8-30 Days						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	112	13%	15%	7%	12%	17%	4%	30%
2008	--	--	--	--	--	--	--	--
SOUTHERN CALIFORNIA								
2009	193	24%	18%	22%	25%	24%	18%	31%
2008	--	--	--	--	--	--	--	--
SOUTHERN IDAHO								
2009	202	16%	23%	27%	18%	10%	11%	23%
2008	--	--	--	--	--	--	--	--
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	9	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CHULA VISTA								
2009	72	21%	*	20%	11%	28%	13%	31%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CLAIREMONT								
2009	83	20%	*	22%	0%	28%	11%	35%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-OCEANSIDE								
2009	107	12%	*	9%	12%	13%	11%	13%
2008	--	--	--	--	--	--	--	--
TRIPLER AMC-FT SHAFTER								
2009	78	28%	8%	22%	31%	31%	14%	38%
2008	--	--	--	--	--	--	--	--
UTAH								
2009	129	23%	13%	11%	20%	28%	16%	31%
2008	--	--	--	--	--	--	--	--
WASHINGTON								
2009	156	22%	19%	21%	21%	23%	20%	23%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	2	*	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI								
2009	338	15%	42%	19%	12%	13%	9%	24%
2008	--	--	--	--	--	--	--	--
WESTERN TEXAS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	80	21%	29%	12%	30%	20%	10%	36%
2008	--	--	--	--	--	--	--	--
WYOMING								
2009	28	15%	*	*	*	9%	17%	*
2008	--	--	--	--	--	--	--	--
YUMA PROVING GROUND AHC								
2009	2	*	--	--	*	*	*	--
2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	61568	4%	3%	4%	4%	5%	3%	6%
2008	--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>								
2009	26810	3%	3%	4%	4%	3%	2%	5%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	24069	3%	3%	4%	4%	3%	2%	5%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - OCONUS</b>								
2009	2741	3%	2%	4%	3%	1%	1%	5%
2008	--	--	--	--	--	--	--	--
<b>Overall - Purchased Care</b>								
2009	34758	5%	4%	3%	5%	5%	3%	7%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	10410	5%	4%	4%	5%	6%	3%	8%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	14034	5%	4%	3%	5%	5%	3%	6%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	9916	5%	4%	4%	5%	5%	3%	6%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	397	4%	--	9%	4%	3%	3%	5%
2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	63	3%	3%	5%	0%	*	0%	4%
2008	--	--	--	--	--	--	--	--
5th MED GRP-MINOT								
2009	29	0%	0%	0%	*	--	0%	0%
2008	--	--	--	--	--	--	--	--
9th MED GRP-BEALE								
2009	143	6%	0%	5%	11%	5%	3%	12%
2008	--	--	--	--	--	--	--	--
10th MED GROUP-USAF ACADEMY CO								
2009	147	5%	6%	13%	6%	0%	2%	8%
2008	--	--	--	--	--	--	--	--
15th MED GRP-HICKAM								
2009	14	0%	*	0%	*	--	*	0%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	184	6%	5%	0%	4%	10%	8%	5%
2008	--	--	--	--	--	--	--	--
22nd MED GRP-MCCONNELL								
2009	111	5%	7%	2%	6%	6%	3%	8%
2008	--	--	--	--	--	--	--	--
27th SPEC OPS MED GRP-CANNON								
2009	19	0%	*	*	*	*	*	0%
2008	--	--	--	--	--	--	--	--
28th MED GRP-ELLSWORTH								
2009	86	4%	7%	5%	6%	0%	0%	7%
2008	--	--	--	--	--	--	--	--
30th MED GRP-VANDENBERG								
2009	81	3%	0%	0%	*	0%	3%	2%
2008	--	--	--	--	--	--	--	--
49th MED GRP-HOLLOMAN								
2009	36	4%	0%	*	*	*	0%	7%
2008	--	--	--	--	--	--	--	--
55th MED GRP-OFFUTT								
2009	190	7%	5%	6%	5%	9%	2%	11%
2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	431	4%	4%	6%	4%	3%	2%	5%
2008	--	--	--	--	--	--	--	--
60th MED GRP-TRAVIS								
2009	208	6%	0%	7%	2%	7%	8%	3%
2008	--	--	--	--	--	--	--	--
61st MED GROUP-LOS ANGELES								
2009	298	3%	0%	0%	3%	4%	2%	4%
2008	--	--	--	--	--	--	--	--
62nd MED SQUAD-MCCHORD								
2009	180	4%	5%	2%	12%	2%	3%	6%
2008	--	--	--	--	--	--	--	--
75th MED GRP-HILL								
2009	212	8%	3%	4%	16%	4%	4%	11%
2008	--	--	--	--	--	--	--	--
90th MED GRP-F.E. WARREN								
2009	60	0%	0%	0%	0%	*	0%	0%
2008	--	--	--	--	--	--	--	--
92nd MED GRP-FAIRCHILD								
2009	141	13%	2%	8%	6%	20%	9%	16%
2008	--	--	--	--	--	--	--	--
95th MED GRP-EDWARDS								
2009	44	12%	0%	11%	13%	*	5%	17%
2008	--	--	--	--	--	--	--	--
99th MED GRP-O'CALLAGHAN HOSP								
2009	207	3%	6%	9%	4%	0%	2%	4%
2008	--	--	--	--	--	--	--	--
319th MED GRP-GRAND FORKS								
2009	26	9%	11%	*	*	--	3%	16%
2008	--	--	--	--	--	--	--	--
341st MED GRP-MALMSTROM								
2009	51	2%	12%	0%	*	*	3%	0%
2008	--	--	--	--	--	--	--	--
354th MED GRP-EIELSON								
2009	20	0%	0%	*	*	--	*	0%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	263	7%	5%	2%	10%	7%	8%	6%
2008	--	--	--	--	--	--	--	--
366th MED GRP-MOUNTAIN HOME								
2009	16	0%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
377th MED GRP-KIRTLAND								
2009	137	4%	19%	12%	3%	0%	1%	6%
2008	--	--	--	--	--	--	--	--
460th MED GRP-BUCKLEY AFB								
2009	279	5%	4%	3%	6%	5%	7%	3%
2008	--	--	--	--	--	--	--	--
509th MED GRP-WHITEMAN								
2009	63	2%	0%	0%	5%	*	0%	4%
2008	--	--	--	--	--	--	--	--
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	34	2%	*	*	3%	0%	0%	4%
2008	--	--	--	--	--	--	--	--
ALASKA								
2009	41	0%	0%	0%	*	*	0%	0%
2008	--	--	--	--	--	--	--	--
ARIZONA-EXCLUDING YUMA AREA								
2009	150	4%	0%	0%	0%	5%	2%	6%
2008	--	--	--	--	--	--	--	--
BASSETT ACH-FT. WAINWRIGHT								
2009	5	*	*	*	--	--	*	*
2008	--	--	--	--	--	--	--	--
BMC BARSTOW								
2009	33	17%	*	*	0%	*	28%	10%
2008	--	--	--	--	--	--	--	--
BMC KEYPORT								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
BMC MCAS KANE OHE BAY								
2009	25	0%	*	0%	*	*	0%	0%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	114	8%	10%	4%	3%	14%	14%	2%
2008	--	--	--	--	--	--	--	--
BMC YUMA								
2009	72	2%	0%	2%	6%	0%	3%	1%
2008	--	--	--	--	--	--	--	--
CIV EMP HLTH CLINIC-PUEBLO								
2009	23	12%	--	*	*	14%	14%	*
2008	--	--	--	--	--	--	--	--
COLORADO								
2009	113	2%	5%	8%	2%	0%	1%	3%
2008	--	--	--	--	--	--	--	--
EVANS ACH-FT. CARSON								
2009	18	0%	*	*	*	*	*	0%
2008	--	--	--	--	--	--	--	--
HAWAII								
2009	31	3%	*	13%	*	*	0%	6%
2008	--	--	--	--	--	--	--	--
IOWA-EXCLUDING QUAD CITIES								
2009	286	5%	2%	2%	1%	9%	2%	10%
2008	--	--	--	--	--	--	--	--
IRWIN ACH-FT. RILEY								
2009	77	7%	11%	7%	9%	*	4%	10%
2008	--	--	--	--	--	--	--	--
KANSAS								
2009	167	7%	2%	3%	0%	11%	2%	14%
2008	--	--	--	--	--	--	--	--
L. WOOD ACH-FT. LEONARD WOOD								
2009	42	6%	*	14%	5%	*	3%	9%
2008	--	--	--	--	--	--	--	--
MADIGAN AMC-FT. LEWIS								
2009	47	6%	*	17%	8%	0%	14%	1%
2008	--	--	--	--	--	--	--	--
MINNESOTA								
2009	407	4%	3%	3%	1%	6%	2%	6%
2008	--	--	--	--	--	--	--	--

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## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More						
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA								
2009	160	6%	0%	9%	5%	6%	4%	9%
2008	--	--	--	--	--	--	--	--
MONTEREY AHC								
2009	144	5%	2%	4%	0%	8%	4%	6%
2008	--	--	--	--	--	--	--	--
MUNSON AHC-FT. LEAVENWORTH								
2009	124	7%	2%	3%	15%	8%	1%	13%
2008	--	--	--	--	--	--	--	--
NBHC CORONADO								
2009	23	0%	*	0%	*	*	0%	*
2008	--	--	--	--	--	--	--	--
NBHC EL CENTRO								
2009	12	6%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC FALLON								
2009	19	1%	*	--	*	*	*	2%
2008	--	--	--	--	--	--	--	--
NBHC MCB CAMP H.M. SMITH								
2009	29	0%	*	0%	*	*	*	0%
2008	--	--	--	--	--	--	--	--
NBHC MCRD SAN DIEGO								
2009	5	*	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC NAS NORTH ISLAND								
2009	2	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
NBHC NAS POINT MUGU								
2009	46	0%	*	0%	*	0%	0%	0%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SAN DIEGO								
2009	22	0%	*	0%	*	*	0%	*
2008	--	--	--	--	--	--	--	--
NBHC NAVWPNCEN CHINA LAKE								
2009	12	0%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--

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## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	--	--	--	--	--	--	--	--
NBHC PORT HUENEME								
2009	83	3%	2%	0%	11%	0%	0%	4%
2008	--	--	--	--	--	--	--	--
NBHC PUGET SOUND								
2009	34	7%	*	13%	0%	*	0%	11%
2008	--	--	--	--	--	--	--	--
NBHC SUBASE BANGOR								
2009	32	5%	*	*	0%	9%	0%	10%
2008	--	--	--	--	--	--	--	--
NEBRASKA								
2009	151	1%	2%	0%	3%	0%	0%	2%
2008	--	--	--	--	--	--	--	--
NEVADA								
2009	95	1%	7%	0%	3%	0%	2%	0%
2008	--	--	--	--	--	--	--	--
NEW MEXICO								
2009	81	7%	11%	3%	6%	7%	2%	13%
2008	--	--	--	--	--	--	--	--
NH BREMERTON								
2009	6	*	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NH CAMP PENDLETON								
2009	183	2%	0%	2%	4%	0%	1%	3%
2008	--	--	--	--	--	--	--	--
NH LEMOORE								
2009	77	1%	11%	5%	0%	0%	2%	1%
2008	--	--	--	--	--	--	--	--
NH OAK HARBOR								
2009	43	0%	*	0%	*	0%	0%	0%
2008	--	--	--	--	--	--	--	--
NH TWENTYNINE PALMS								
2009	49	1%	*	0%	0%	0%	0%	2%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NHCL EVERETT								
2009	175	2%	7%	3%	2%	0%	1%	2%
2008	--	--	--	--	--	--	--	--
NMC SAN DIEGO								
2009	38	5%	*	0%	*	8%	0%	10%
2008	--	--	--	--	--	--	--	--
NORTH DAKOTA								
2009	97	6%	5%	11%	0%	5%	5%	8%
2008	--	--	--	--	--	--	--	--
NORTHERN CALIFORNIA								
2009	334	5%	0%	3%	3%	7%	3%	8%
2008	--	--	--	--	--	--	--	--
NORTHERN IDAHO								
2009	31	5%	*	*	0%	9%	7%	*
2008	--	--	--	--	--	--	--	--
OREGON								
2009	390	2%	5%	2%	1%	3%	1%	4%
2008	--	--	--	--	--	--	--	--
R W BLISS AHC-FT. HUACHUCA								
2009	71	10%	*	14%	14%	5%	7%	15%
2008	--	--	--	--	--	--	--	--
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	153	6%	8%	5%	3%	7%	3%	8%
2008	--	--	--	--	--	--	--	--
SCHOFIELD BARRACKS AHC								
2009	19	0%	*	0%	*	*	*	0%
2008	--	--	--	--	--	--	--	--
SD E COUNTY PRIMARY CARE CLIN								
2009	112	8%	*	0%	2%	14%	3%	13%
2008	--	--	--	--	--	--	--	--
SOLDIER FAMILY MED CLIN BIGGS								
2009	41	12%	*	0%	*	*	8%	16%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	112	8%	6%	0%	4%	14%	5%	13%
2008	--	--	--	--	--	--	--	--
SOUTHERN CALIFORNIA								
2009	193	7%	4%	10%	6%	7%	2%	14%
2008	--	--	--	--	--	--	--	--
SOUTHERN IDAHO								
2009	202	5%	2%	6%	5%	5%	4%	7%
2008	--	--	--	--	--	--	--	--
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	9	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CHULA VISTA								
2009	72	1%	*	4%	0%	0%	2%	0%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CLAIREMONT								
2009	83	5%	*	5%	0%	6%	1%	9%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-OCEANSIDE								
2009	107	4%	*	3%	13%	3%	3%	5%
2008	--	--	--	--	--	--	--	--
TRIPLER AMC-FT SHAFTER								
2009	78	3%	0%	0%	0%	8%	0%	5%
2008	--	--	--	--	--	--	--	--
UTAH								
2009	129	3%	0%	4%	7%	2%	4%	3%
2008	--	--	--	--	--	--	--	--
WASHINGTON								
2009	156	4%	0%	0%	4%	6%	1%	9%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
WEED ACH-FT. IRWIN								
2009	2	*	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI								
2009	338	5%	6%	6%	5%	5%	4%	7%
2008	--	--	--	--	--	--	--	--
WESTERN TEXAS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	80	5%	0%	0%	5%	7%	7%	3%
2008	--	--	--	--	--	--	--	--
WYOMING								
2009	28	3%	*	*	*	0%	3%	*
2008	--	--	--	--	--	--	--	--
YUMA PROVING GROUND AHC								
2009	2	*	--	--	*	*	*	--
2008	--	--	--	--	--	--	--	--



## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Clinician & Group CAHPS Composites  
Composite 2 - Doctors Communicate

	Responses	Total	Proportion Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	81%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	77%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	84%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	82713.2	<b>84%</b>	<b>78%</b>	<b>80%</b>	<b>86%</b>	<b>89%</b>	<b>84%</b>	<b>85%</b>
2008	110743.8	83%	78%	79%	85%	89%	83%	84%
<b>Overall - Direct Care</b>								
2009	33608.5	79%	78%	77%	<b>83%</b>	<b>89%</b>	77%	<b>82%</b>
2008	35448	78%	77%	76%	82%	89%	75%	82%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	30105.2	79%	78%	77%	<b>83%</b>	<b>89%</b>	77%	<b>82%</b>
2008	32234.5	78%	77%	75%	82%	88%	75%	82%
<b>Direct Care - OCONUS</b>								
2009	3503.3	79%	78%	80%	<b>83%</b>	<b>87%</b>	77%	<b>84%</b>
2008	3213.5	79%	77%	80%	87%	90%	77%	82%
<b>Overall - Purchased Care</b>								
2009	49104.7	<b>87%</b>	83%	83%	<b>87%</b>	<b>89%</b>	<b>88%</b>	<b>86%</b>
2008	75295.8	87%	81%	82%	86%	89%	87%	85%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	14844.7	<b>88%</b>	83%	83%	<b>87%</b>	<b>90%</b>	<b>88%</b>	<b>86%</b>
2008	23097.7	87%	82%	83%	87%	89%	88%	85%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	19682.3	<b>87%</b>	<b>82%</b>	82%	<b>86%</b>	<b>89%</b>	<b>87%</b>	<b>86%</b>
2008	29860.7	87%	80%	82%	86%	89%	87%	86%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	13986.2	<b>87%</b>	83%	83%	<b>87%</b>	<b>88%</b>	<b>87%</b>	<b>86%</b>
2008	21182.8	86%	81%	82%	85%	88%	87%	84%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	590.5	<b>88%</b>	*	81%	87%	<b>90%</b>	<b>90%</b>	85%
2008	1152.7	87%	--	79%	85%	89%	86%	88%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always							
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
	Responses	Total							
3rd MED GRP-ELMENDORF									
2009	95.5	85%	81%	84%	91%	*	82%	86%	
2008	83.5	90%	*	88%	91%	96%	90%	90%	
5th MED GRP-MINOT									
2009	32.2	76%	78%	66%	*	*	*	83%	
2008	41.8	77%	86%	72%	*	*	56%	90%	
9th MED GRP-BEALE									
2009	194.3	87%	87%	82%	83%	89%	83%	92%	
2008	418.5	87%	*	79%	83%	90%	88%	86%	
10th MED GROUP-USAF ACADEMY CO									
2009	198.3	90%	80%	82%	91%	93%	96%	85%	
2008	339	88%	87%	88%	88%	88%	91%	86%	
15th MED GRP-HICKAM									
2009	12.5	76%	*	*	*	--	*	*	
2008	--	--	--	--	--	--	--	--	
21st MED GRP-PETERSON									
2009	231.7	87%	81%	88%	87%	87%	88%	86%	
2008	310.2	84%	68%	85%	83%	86%	81%	87%	
22nd MED GRP-MCCONNELL									
2009	151	91%	78%	82%	96%	93%	93%	88%	
2008	233.2	85%	76%	84%	85%	90%	87%	83%	
27th SPEC OPS MED GRP-CANNON									
2009	29.7	81%	83%	*	*	*	77%	85%	
2008	36.7	96%	*	*	97%	*	92%	100%	
28th MED GRP-ELLSWORTH									
2009	117.5	86%	84%	79%	85%	98%	85%	87%	
2008	140.2	87%	86%	72%	92%	92%	86%	87%	
30th MED GRP-VANDENBERG									
2009	108.7	87%	88%	85%	84%	87%	88%	86%	
2008	167.3	89%	96%	85%	93%	88%	89%	90%	
49th MED GRP-HOLLOMAN									
2009	51.5	82%	88%	86%	*	78%	83%	81%	
2008	60.3	82%	*	73%	79%	95%	95%	73%	
55th MED GRP-OFFUTT									
2009	285.3	92%	92%	87%	93%	95%	92%	93%	
2008	374.2	90%	89%	83%	88%	95%	93%	87%	

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	594	85%	79%	81%	86%	86%	87%	84%
2008	1028	84%	69%	84%	83%	86%	85%	84%
60th MED GRP-TRAVIS								
2009	285.2	85%	<b>73%</b>	80%	78%	<b>89%</b>	86%	84%
2008	551.7	85%	81%	86%	87%	85%	84%	87%
61st MED GROUP-LOS ANGELES								
2009	405.7	<b>87%</b>	82%	<b>77%</b>	87%	<b>91%</b>	88%	86%
2008	733.7	84%	88%	74%	83%	88%	88%	80%
62nd MED SQUAD-MCCHORD								
2009	230.7	86%	79%	86%	83%	88%	86%	87%
2008	374.2	87%	*	78%	85%	91%	90%	84%
75th MED GRP-HILL								
2009	303.8	<b>90%</b>	83%	84%	<b>91%</b>	<b>93%</b>	<b>92%</b>	88%
2008	415.3	90%	86%	89%	88%	93%	90%	90%
90th MED GRP-F.E. WARREN								
2009	78.2	83%	81%	77%	75%	90%	88%	76%
2008	145.3	78%	54%	84%	83%	77%	80%	75%
92nd MED GRP-FAIRCHILD								
2009	191.3	<b>92%</b>	85%	88%	<b>91%</b>	<b>94%</b>	<b>91%</b>	<b>93%</b>
2008	321.8	87%	75%	84%	83%	92%	87%	87%
95th MED GRP-EDWARDS								
2009	59	85%	54%	82%	84%	*	98%	76%
2008	85.7	79%	*	76%	76%	84%	85%	75%
99th MED GRP-O'CALLAGHAN HOSP								
2009	279	87%	84%	<b>72%</b>	87%	<b>91%</b>	88%	86%
2008	528.7	81%	53%	72%	79%	84%	82%	79%
319th MED GRP-GRAND FORKS								
2009	29.8	87%	87%	*	*	--	94%	80%
2008	41	83%	*	84%	94%	*	89%	80%
341st MED GRP-MALMSTROM								
2009	75.5	81%	78%	80%	*	*	84%	77%
2008	117.2	83%	*	89%	84%	83%	88%	78%
354th MED GRP-EIELSON								
2009	21.7	91%	67%	*	*	--	*	92%
2008	19.3	68%	*	*	*	*	*	68%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN									
2009		364.5	84%	84%	82%	84%	84%	88%	81%
2008		616.5	86%	87%	74%	83%	89%	88%	84%
366th MED GRP-MOUNTAIN HOME									
2009		20.8	98%	*	*	*	*	*	96%
2008		17.8	96%	--	*	*	*	100%	*
377th MED GRP-KIRTLAND									
2009		183.8	88%	79%	89%	89%	87%	85%	90%
2008		275.8	81%	80%	72%	79%	87%	82%	80%
460th MED GRP-BUCKLEY AFB									
2009		379.7	89%	80%	90%	90%	89%	87%	91%
2008		599.5	87%	79%	84%	88%	88%	91%	82%
509th MED GRP-WHITEMAN									
2009		81.5	86%	94%	87%	90%	*	80%	90%
2008		92.5	89%	81%	78%	94%	93%	93%	86%
AHC MCAFEE-WHITE SANDS MSL RAN									
2009		52.2	86%	*	*	90%	83%	85%	86%
2008		80.5	86%	*	*	91%	91%	85%	87%
ALASKA									
2009		57.3	83%	87%	82%	*	*	82%	85%
2008		59	86%	67%	87%	*	*	85%	88%
ARIZONA-EXCLUDING YUMA AREA									
2009		212.2	84%	84%	91%	86%	82%	81%	87%
2008		307.8	88%	*	83%	87%	89%	88%	88%
BASSETT ACH-FT. WAINWRIGHT									
2009		6.8	*	*	*	--	--	*	*
2008		1	*	--	*	--	--	--	*
BMC BARSTOW									
2009		49.3	82%	79%	80%	78%	87%	84%	81%
2008		57.3	82%	*	*	95%	77%	90%	75%
BMC KEYPORT									
2009		5.3	*	--	*	*	*	*	*
2008		29.7	98%	--	*	*	96%	97%	*
BMC MCAS KANEOHE BAY									
2009		29.3	92%	*	86%	*	*	96%	88%
2008		43.3	90%	*	89%	*	86%	90%	90%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always						
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
<b>BMC MCAS MIRAMAR</b>								
2009	152.5	86%	81%	90%	<b>93%</b>	78%	86%	86%
2008	294.8	85%	*	75%	83%	90%	84%	85%
<b>BMC YUMA</b>								
2009	96.7	79%	78%	<b>71%</b>	95%	79%	74%	85%
2008	121	75%	*	74%	81%	71%	76%	74%
<b>CIV EMP HLTH CLINIC-PUEBLO</b>								
2009	30.7	73%	*	*	79%	70%	83%	*
2008	40.3	85%	*	*	*	82%	92%	73%
<b>COLORADO</b>								
2009	157.5	<b>91%</b>	85%	83%	86%	<b>96%</b>	<b>93%</b>	89%
2008	232.5	85%	76%	68%	91%	87%	85%	86%
<b>EVANS ACH-FT. CARSON</b>								
2009	26	91%	*	*	*	*	89%	93%
2008	39.5	95%	--	*	92%	95%	95%	94%
<b>HAWAII</b>								
2009	42.8	83%	*	70%	90%	*	79%	88%
2008	67.8	87%	*	89%	93%	82%	90%	84%
<b>IOWA-EXCLUDING QUAD CITIES</b>								
2009	433.8	<b>88%</b>	<b>91%</b>	87%	89%	88%	87%	<b>90%</b>
2008	511.8	92%	87%	93%	89%	94%	92%	90%
<b>IRWIN ACH-FT. RILEY</b>								
2009	111.8	83%	71%	85%	79%	89%	88%	76%
2008	91.2	91%	*	91%	94%	95%	93%	88%
<b>KANSAS</b>								
2009	258.3	<b>89%</b>	80%	83%	86%	<b>94%</b>	87%	<b>93%</b>
2008	319.5	87%	94%	85%	82%	89%	88%	85%
<b>L. WOOD ACH-FT. LEONARD WOOD</b>								
2009	61.3	80%	*	82%	67%	91%	86%	75%
2008	100	84%	*	76%	77%	93%	90%	70%
<b>MADIGAN AMC-FT. LEWIS</b>								
2009	61.2	82%	*	72%	85%	83%	80%	83%
2008	129.5	89%	*	*	89%	88%	88%	89%
<b>MINNESOTA</b>								
2009	617.2	<b>89%</b>	87%	88%	<b>89%</b>	<b>91%</b>	<b>90%</b>	<b>89%</b>
2008	751.3	88%	81%	86%	85%	91%	90%	82%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA									
2009		218.5	89%	81%	79%	94%	89%	90%	87%
2008		292.2	85%	91%	75%	85%	88%	85%	86%
MONTEREY AHC									
2009		200.8	86%	83%	81%	95%	89%	85%	87%
2008		263.5	84%	85%	81%	89%	85%	85%	84%
MUNSON AHC-FT. LEAVENWORTH									
2009		166.2	88%	89%	86%	81%	100%	89%	87%
2008		204.5	83%	83%	84%	85%	82%	82%	85%
NBHC CORONADO									
2009		25.2	94%	*	89%	*	*	92%	*
2008		54	92%	*	89%	*	95%	93%	*
NBHC EL CENTRO									
2009		19.7	89%	*	*	*	*	*	78%
2008		19.2	77%	*	*	*	*	*	81%
NBHC FALLON									
2009		25.5	92%	88%	--	87%	*	88%	96%
2008		30.3	91%	*	*	*	*	93%	89%
NBHC MCB CAMP H.M. SMITH									
2009		42	90%	*	81%	*	*	*	89%
2008		69	84%	*	94%	70%	88%	87%	79%
NBHC MCRD SAN DIEGO									
2009		10.3	87%	*	*	*	*	*	*
2008		97.3	90%	*	93%	*	88%	90%	90%
NBHC NAS NORTH ISLAND									
2009		2	*	--	*	--	--	--	*
2008		2.7	*	--	*	--	--	--	*
NBHC NAS POINT MUGU									
2009		70.8	88%	87%	73%	87%	93%	90%	87%
2008		79.5	87%	*	74%	97%	86%	84%	91%
NBHC NAVSTA SAN DIEGO									
2009		31.2	79%	*	64%	*	*	74%	87%
2008		49	85%	--	85%	91%	82%	88%	83%
NBHC NAVWPNCEN CHINA LAKE									
2009		13.3	97%	*	*	*	*	*	*
2008		31.2	73%	*	*	*	90%	100%	47%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	4.7	*	--	*	*	*	*	--
NBHC PORT HUENEME								
2009	105.8	76%	81%	86%	64%	75%	86%	70%
2008	173.5	89%	86%	79%	90%	93%	94%	85%
NBHC PUGET SOUND								
2009	47.2	79%	*	71%	90%	77%	85%	74%
2008	92.3	85%	*	86%	73%	92%	88%	82%
NBHC SUBASE BANGOR								
2009	45.3	92%	*	*	93%	92%	90%	94%
2008	71.3	86%	--	87%	86%	86%	85%	88%
NEBRASKA								
2009	237.7	89%	93%	84%	93%	88%	91%	85%
2008	231.2	88%	92%	95%	93%	83%	88%	88%
NEVADA								
2009	127	91%	86%	88%	84%	96%	90%	91%
2008	215.3	83%	81%	82%	77%	87%	84%	82%
NEW MEXICO								
2009	102.7	91%	78%	87%	88%	93%	94%	86%
2008	134.3	84%	*	81%	88%	84%	82%	88%
NH BREMERTON								
2009	5.5	*	--	*	*	*	*	*
2008	10.7	89%	--	*	*	*	*	*
NH CAMP PENDLETON								
2009	234	80%	66%	86%	77%	79%	80%	80%
2008	400.8	84%	91%	77%	85%	89%	86%	82%
NH LEMOORE								
2009	120.8	84%	78%	77%	85%	86%	87%	81%
2008	195.2	85%	*	86%	79%	90%	86%	85%
NH OAK HARBOR								
2009	57.5	86%	*	89%	93%	82%	83%	91%
2008	104.5	94%	*	84%	96%	95%	93%	95%
NH TWENTYNINE PALMS								
2009	63.3	78%	*	77%	74%	79%	92%	70%
2008	90.7	83%	*	82%	82%	82%	85%	81%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	12	69%	--	*	*	*	*	*
NHCL EVERETT								
2009	235.5	<b>88%</b>	86%	85%	87%	<b>91%</b>	88%	88%
2008	362	88%	93%	80%	87%	92%	90%	85%
NMC SAN DIEGO								
2009	44.3	91%	*	78%	*	96%	88%	96%
2008	2.8	*	--	*	--	*	*	*
NORTH DAKOTA								
2009	149.7	86%	85%	80%	79%	95%	86%	85%
2008	170	86%	79%	87%	87%	89%	87%	85%
NORTHERN CALIFORNIA								
2009	496.2	<b>88%</b>	85%	80%	88%	<b>91%</b>	<b>90%</b>	87%
2008	898	86%	72%	82%	87%	87%	86%	86%
NORTHERN IDAHO								
2009	47.7	<b>92%</b>	*	*	92%	92%	88%	100%
2008	70.3	89%	--	*	90%	88%	91%	86%
OREGON								
2009	551.7	<b>87%</b>	82%	<b>90%</b>	87%	87%	86%	<b>88%</b>
2008	876	89%	91%	79%	87%	93%	91%	87%
R W BLISS AHC-FT. HUACHUCA								
2009	95	78%	60%	78%	78%	81%	89%	<b>60%</b>
2008	147.5	85%	*	79%	78%	91%	87%	83%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	223.5	<b>88%</b>	<b>92%</b>	82%	<b>91%</b>	89%	<b>91%</b>	86%
2008	369.2	88%	90%	79%	85%	94%	89%	87%
SCHOFIELD BARRACKS AHC								
2009	23.7	79%	*	75%	*	*	*	81%
2008	27.3	90%	*	78%	*	*	*	89%
SD E COUNTY PRIMARY CARE CLIN								
2009	153.2	<b>89%</b>	*	79%	86%	<b>95%</b>	88%	90%
2008	257.5	85%	*	81%	87%	86%	84%	87%
SOLDIER FAMILY MED CLIN BIGGS								
2009	44	84%	*	88%	*	*	91%	77%
2008	78.8	84%	*	91%	96%	80%	81%	89%

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA									
	2009	172.3	89%	84%	93%	83%	90%	89%	89%
	2008	190	87%	88%	88%	87%	88%	87%	88%
SOUTHERN CALIFORNIA									
	2009	252.3	87%	77%	81%	89%	88%	86%	88%
	2008	491.8	86%	89%	82%	79%	89%	86%	85%
SOUTHERN IDAHO									
	2009	309	87%	82%	89%	86%	89%	89%	85%
	2008	412.7	80%	84%	78%	78%	82%	79%	81%
TMC CONTRACT SPARTA-FT. MCCOY									
	2009	1	*	--	--	--	*	*	--
	2008	1	*	--	--	--	*	*	--
TMC FT. RICHARDSON									
	2009	13	81%	*	*	*	--	*	*
	2008	15	92%	*	*	*	*	97%	*
TMC-1-SCHOF 25th-SCHOFIELD BKS									
	2009	--	--	--	--	--	--	--	--
	2008	2	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA									
	2009	109.7	81%	*	78%	93%	78%	77%	85%
	2008	205.3	87%	*	82%	87%	91%	86%	90%
TRICARE OUTPATIENT-CLAIREMONT									
	2009	124.5	90%	*	86%	100%	92%	91%	89%
	2008	177.2	88%	--	81%	91%	97%	88%	87%
TRICARE OUTPATIENT-OCEANSIDE									
	2009	153.2	86%	*	87%	83%	87%	85%	89%
	2008	244.7	84%	*	77%	82%	89%	82%	86%
TRIPLER AMC-FT SHAFTER									
	2009	106.5	90%	90%	91%	82%	95%	90%	89%
	2008	132.8	83%	*	78%	80%	87%	92%	79%
UTAH									
	2009	180	82%	88%	84%	86%	80%	83%	81%
	2008	202.7	87%	64%	87%	93%	87%	86%	88%
WASHINGTON									
	2009	249.8	87%	87%	81%	87%	88%	87%	87%
	2008	444	90%	95%	82%	92%	90%	90%	89%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	3.7	*	*	--	--	--	*	--
2008	1	*	*	--	--	--	*	--
WESTERN MISSOURI								
2009	541.5	89%	88%	88%	88%	90%	89%	89%
2008	722.2	87%	81%	86%	83%	89%	89%	82%
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	108.8	90%	76%	90%	89%	91%	95%	84%
2008	140	85%	*	85%	78%	87%	92%	82%
WYOMING								
2009	39.8	88%	*	*	*	92%	90%	82%
2008	87	84%	*	87%	73%	93%	80%	94%
YUMA PROVING GROUND AHC								
2009	1.7	*	--	--	*	--	*	--
2008	4.7	*	*	*	*	*	*	*

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	76%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	70%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	79%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	85211	77%	<b>65%</b>	<b>68%</b>	<b>79%</b>	<b>86%</b>	76%	77%
2008	113962	75%	64%	67%	78%	85%	74%	76%
<b>Overall - Direct Care</b>								
2009	34645	<b>65%</b>	<b>63%</b>	<b>61%</b>	<b>73%</b>	<b>82%</b>	<b>62%</b>	70%
2008	36430	64%	63%	61%	71%	82%	61%	70%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	31028	<b>65%</b>	<b>63%</b>	<b>61%</b>	<b>73%</b>	<b>82%</b>	<b>62%</b>	70%
2008	33121	64%	63%	61%	70%	82%	60%	70%
<b>Direct Care - OCONUS</b>								
2009	3617	<b>66%</b>	<b>63%</b>	67%	<b>75%</b>	<b>80%</b>	<b>62%</b>	73%
2008	3309	66%	63%	66%	77%	85%	64%	69%
<b>Overall - Purchased Care</b>								
2009	50566	<b>82%</b>	<b>73%</b>	<b>74%</b>	<b>81%</b>	<b>86%</b>	<b>83%</b>	80%
2008	77532	81%	72%	73%	80%	86%	83%	79%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	15294	<b>83%</b>	<b>74%</b>	<b>74%</b>	<b>82%</b>	<b>86%</b>	<b>84%</b>	81%
2008	23813	81%	73%	73%	81%	86%	83%	79%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	20246	<b>82%</b>	<b>72%</b>	<b>74%</b>	81%	<b>86%</b>	<b>83%</b>	81%
2008	30746	82%	70%	74%	81%	86%	83%	80%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	14419	<b>81%</b>	<b>72%</b>	<b>74%</b>	81%	<b>85%</b>	<b>82%</b>	80%
2008	21793	80%	73%	73%	78%	85%	82%	78%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	606	<b>85%</b>	*	71%	81%	<b>89%</b>	<b>88%</b>	79%
2008	1178	82%	--	71%	81%	86%	81%	85%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Active Duty	Active Duty Family Members	Percent Always		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
3rd MED GRP-ELMENDORF								
2009	98	74%	71%	71%	77%	*	67%	78%
2008	87	83%	*	82%	81%	97%	81%	84%
5th MED GRP-MINOT								
2009	34	<b>59%</b>	54%	45%	*	*	31%	71%
2008	44	66%	67%	65%	62%	*	42%	81%
9th MED GRP-BEALE								
2009	204	81%	82%	67%	75%	86%	76%	<b>88%</b>
2008	425	81%	*	70%	78%	85%	82%	80%
10th MED GROUP-USAF ACADEMY CO								
2009	204	84%	<b>58%</b>	79%	<b>88%</b>	85%	<b>95%</b>	76%
2008	351	82%	70%	81%	80%	85%	88%	78%
15th MED GRP-HICKAM								
2009	14	71%	*	66%	*	--	*	79%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	240	79%	<b>56%</b>	78%	79%	81%	81%	78%
2008	319	80%	58%	71%	74%	85%	79%	81%
22nd MED GRP-MCCONNELL								
2009	156	<b>88%</b>	73%	76%	<b>91%</b>	<b>93%</b>	<b>92%</b>	85%
2008	241	80%	71%	75%	76%	92%	84%	76%
27th SPEC OPS MED GRP-CANNON								
2009	31	78%	69%	*	*	*	77%	79%
2008	38	83%	*	*	89%	*	66%	100%
28th MED GRP-ELLSWORTH								
2009	121	82%	64%	73%	81%	100%	80%	82%
2008	145	80%	77%	65%	87%	83%	74%	86%
30th MED GRP-VANDENBERG								
2009	113	79%	77%	59%	76%	84%	76%	82%
2008	169	80%	95%	58%	83%	82%	82%	78%
49th MED GRP-HOLLOMAN								
2009	54	76%	81%	76%	*	78%	83%	70%
2008	64	75%	*	61%	71%	87%	92%	63%
55th MED GRP-OFFUTT								
2009	294	<b>87%</b>	82%	84%	84%	<b>93%</b>	<b>87%</b>	<b>87%</b>
2008	384	86%	87%	69%	84%	93%	90%	81%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always						Primary Care	Specialty Care
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+				
56th MED GRP-LUKE										
2009	616	80%	<b>66%</b>	71%	78%	84%		84%	78%	
2008	1058	79%	63%	75%	75%	84%		80%	79%	
60th MED GRP-TRAVIS										
2009	294	79%	<b>62%</b>	70%	75%	84%		81%	78%	
2008	566	81%	79%	76%	79%	83%		82%	80%	
61st MED GROUP-LOS ANGELES										
2009	416	83%	71%	<b>70%</b>	78%	<b>91%</b>		84%	82%	
2008	755	77%	76%	61%	75%	83%		82%	71%	
62nd MED SQUAD-MCCHORD										
2009	238	80%	71%	72%	76%	86%		82%	79%	
2008	385	82%	*	71%	75%	89%		86%	77%	
75th MED GRP-HILL										
2009	315	82%	76%	71%	79%	<b>91%</b>		84%	79%	
2008	427	84%	82%	81%	78%	93%		84%	85%	
90th MED GRP-F.E. WARREN										
2009	79	79%	77%	67%	74%	88%		86%	70%	
2008	152	71%	37%	69%	72%	81%		73%	68%	
92nd MED GRP-FAIRCHILD										
2009	199	<b>86%</b>	77%	80%	82%	<b>91%</b>		85%	87%	
2008	334	82%	65%	85%	77%	86%		82%	82%	
95th MED GRP-EDWARDS										
2009	61	83%	47%	79%	84%	*		99%	72%	
2008	90	68%	45%	75%	72%	66%		72%	65%	
99th MED GRP-O'CALLAGHAN HOSP										
2009	287	84%	77%	<b>60%</b>	83%	<b>91%</b>		84%	83%	
2008	547	75%	54%	64%	74%	78%		80%	71%	
319th MED GRP-GRAND FORKS										
2009	31	80%	72%	*	*	--		89%	68%	
2008	43	80%	*	68%	100%	*		78%	81%	
341st MED GRP-MALMSTROM										
2009	79	73%	66%	67%	*	77%		74%	70%	
2008	122	77%	*	80%	74%	84%		81%	74%	
354th MED GRP-EIELSON										
2009	22	84%	57%	*	*	--		*	84%	
2008	20	57%	*	*	*	*		*	56%	

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

			Percent Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care
Responses		Total						
355th MED GRP-DAVIS MONTHAN								
2009	371	77%	73%	79%	74%	78%	84%	72%
2008	631	83%	88%	71%	75%	88%	87%	79%
366th MED GRP-MOUNTAIN HOME								
2009	22	92%	*	*	*	*	97%	86%
2008	19	94%	--	*	*	100%	100%	*
377th MED GRP-KIRTLAND								
2009	188	82%	69%	86%	80%	84%	82%	82%
2008	285	73%	51%	65%	78%	75%	69%	76%
460th MED GRP-BUCKLEY AFB								
2009	391	82%	65%	83%	83%	82%	81%	83%
2008	618	82%	72%	74%	83%	85%	87%	76%
509th MED GRP-WHITEMAN								
2009	84	83%	83%	76%	84%	90%	85%	82%
2008	96	86%	80%	81%	85%	91%	92%	82%
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	54	81%	*	*	83%	79%	84%	78%
2008	83	76%	*	*	82%	84%	71%	81%
ALASKA								
2009	59	73%	71%	69%	*	*	72%	77%
2008	60	77%	66%	75%	*	*	76%	82%
ARIZONA-EXCLUDING YUMA AREA								
2009	219	76%	62%	86%	80%	74%	74%	78%
2008	313	79%	*	74%	81%	80%	82%	74%
BASSETT ACH-FT. WAINWRIGHT								
2009	7	*	*	*	--	--	*	*
2008	1	*	--	*	--	--	--	*
BMC BARSTOW								
2009	52	75%	76%	79%	66%	79%	86%	68%
2008	59	75%	*	*	92%	64%	88%	66%
BMC KEYPORT								
2009	6	*	--	*	*	*	*	*
2008	30	93%	--	*	*	93%	93%	*
BMC MCAS KANEOHE BAY								
2009	31	83%	*	67%	*	*	96%	69%
2008	44	84%	*	77%	*	85%	86%	82%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

			Percent Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care
	Responses	Total						
BMC MCAS MIRAMAR								
2009	157	77%	77%	79%	88%	69%	75%	81%
2008	302	74%	*	58%	68%	87%	76%	74%
BMC YUMA								
2009	100	66%	58%	57%	93%	64%	56%	78%
2008	124	67%	*	72%	62%	65%	72%	64%
CIV EMP HLTH CLINIC-PUEBLO								
2009	32	71%	*	*	81%	64%	85%	*
2008	42	86%	*	*	*	85%	83%	92%
COLORADO								
2009	164	84%	67%	79%	72%	92%	85%	81%
2008	239	82%	60%	65%	86%	87%	83%	81%
EVANS ACH-FT. CARSON								
2009	27	83%	*	*	*	*	92%	75%
2008	41	85%	--	*	88%	78%	80%	92%
HAWAII								
2009	44	72%	57%	74%	77%	*	80%	64%
2008	70	79%	*	74%	90%	71%	86%	71%
IOWA-EXCLUDING QUAD CITIES								
2009	451	83%	82%	77%	82%	86%	81%	85%
2008	528	87%	76%	84%	84%	93%	89%	83%
IRWIN ACH-FT. RILEY								
2009	115	81%	62%	86%	75%	86%	89%	69%
2008	94	86%	*	79%	92%	93%	91%	81%
KANSAS								
2009	267	87%	74%	74%	89%	92%	86%	90%
2008	327	82%	70%	82%	69%	88%	84%	78%
L. WOOD ACH-FT. LEONARD WOOD								
2009	64	74%	*	70%	58%	89%	78%	70%
2008	101	81%	*	65%	69%	95%	89%	60%
MADIGAN AMC-FT. LEWIS								
2009	61	73%	*	57%	77%	76%	75%	71%
2008	133	83%	*	*	77%	87%	82%	85%
MINNESOTA								
2009	641	83%	78%	72%	86%	88%	83%	83%
2008	777	79%	72%	77%	73%	85%	84%	68%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

			Percent Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care
	Responses	Total						
MONTANA								
2009	227	82%	75%	66%	86%	84%	83%	80%
2008	302	76%	70%	65%	73%	82%	75%	77%
MONTEREY AHC								
2009	204	81%	65%	71%	96%	89%	80%	81%
2008	270	76%	59%	70%	87%	81%	79%	74%
MUNSON AHC-FT. LEAVENWORTH								
2009	172	78%	76%	68%	74%	100%	75%	81%
2008	212	80%	68%	80%	70%	88%	85%	72%
NBHC CORONADO								
2009	26	80%	*	68%	*	*	72%	*
2008	55	83%	*	85%	*	85%	84%	*
NBHC EL CENTRO								
2009	20	86%	*	*	*	*	*	64%
2008	20	77%	*	*	*	*	*	81%
NBHC FALLON								
2009	26	91%	89%	--	86%	*	87%	97%
2008	31	82%	*	*	*	76%	76%	89%
NBHC MCB CAMP H.M. SMITH								
2009	44	76%	58%	51%	*	*	*	77%
2008	70	77%	*	88%	69%	75%	79%	75%
NBHC MCRD SAN DIEGO								
2009	11	84%	*	*	*	*	*	*
2008	100	83%	*	87%	*	82%	83%	84%
NBHC NAS NORTH ISLAND								
2009	2	*	--	*	--	--	--	*
2008	3	*	--	*	--	--	--	*
NBHC NAS POINT MUGU								
2009	74	82%	53%	72%	74%	88%	87%	79%
2008	83	83%	*	57%	97%	84%	84%	82%
NBHC NAVSTA SAN DIEGO								
2009	32	84%	*	52%	*	*	83%	86%
2008	52	76%	--	69%	87%	78%	88%	67%
NBHC NAVWPNCEN CHINA LAKE								
2009	14	91%	*	*	*	*	*	*
2008	33	74%	*	*	71%	95%	100%	47%

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Percent Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	5	*	--	*	*	*	*	--
NBHC PORT HUENEME								
2009	109	68%	76%	72%	59%	68%	73%	65%
2008	179	85%	80%	74%	88%	91%	90%	82%
NBHC PUGET SOUND								
2009	48	80%	*	73%	88%	80%	89%	74%
2008	94	81%	*	79%	65%	91%	85%	76%
NBHC SUBASE BANGOR								
2009	45	85%	*	79%	82%	88%	83%	86%
2008	73	84%	--	79%	82%	87%	79%	89%
NEBRASKA								
2009	244	<b>86%</b>	84%	83%	<b>91%</b>	86%	<b>88%</b>	83%
2008	240	86%	89%	93%	86%	83%	86%	85%
NEVADA								
2009	129	<b>88%</b>	81%	87%	82%	<b>93%</b>	87%	<b>89%</b>
2008	220	73%	83%	76%	60%	78%	76%	69%
NEW MEXICO								
2009	106	85%	68%	87%	80%	87%	86%	81%
2008	140	76%	*	72%	83%	76%	74%	80%
NH BREMERTON								
2009	6	*	--	*	*	*	*	*
2008	11	90%	--	*	*	*	*	*
NH CAMP PENDLETON								
2009	239	74%	55%	79%	<b>65%</b>	79%	73%	75%
2008	413	76%	85%	68%	74%	83%	78%	75%
NH LEMOORE								
2009	125	79%	67%	<b>57%</b>	82%	88%	82%	77%
2008	201	79%	*	75%	68%	87%	78%	79%
NH OAK HARBOR								
2009	58	79%	*	80%	79%	82%	76%	85%
2008	108	87%	*	69%	89%	90%	87%	87%
NH TWENTYNINE PALMS								
2009	66	74%	*	60%	79%	79%	98%	<b>63%</b>
2008	95	73%	*	74%	71%	77%	82%	67%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Active Duty	Active Duty Family Members	Percent Always		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	13	61%	--	*	*	*	*	*
NHCL EVERETT								
2009	245	81%	71%	75%	81%	87%	83%	79%
2008	372	82%	91%	67%	83%	88%	84%	79%
NMC SAN DIEGO								
2009	45	<b>91%</b>	*	75%	*	100%	87%	98%
2008	3	*	--	*	--	*	*	*
NORTH DAKOTA								
2009	154	78%	73%	71%	76%	87%	79%	77%
2008	177	83%	75%	79%	83%	89%	85%	79%
NORTHERN CALIFORNIA								
2009	517	<b>84%</b>	73%	74%	83%	<b>87%</b>	<b>85%</b>	82%
2008	921	83%	70%	75%	83%	87%	85%	81%
NORTHERN IDAHO								
2009	49	<b>92%</b>	*	*	95%	89%	87%	100%
2008	73	71%	--	*	87%	65%	67%	76%
OREGON								
2009	568	<b>84%</b>	<b>69%</b>	80%	<b>87%</b>	<b>85%</b>	<b>85%</b>	83%
2008	890	84%	82%	70%	80%	91%	88%	79%
R W BLISS AHC-FT. HUACHUCA								
2009	97	73%	51%	62%	65%	86%	83%	<b>54%</b>
2008	152	82%	82%	64%	73%	93%	86%	79%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	226	83%	84%	70%	87%	86%	87%	80%
2008	382	82%	88%	71%	77%	89%	83%	81%
SCHOFIELD BARRACKS AHC								
2009	25	72%	*	66%	*	*	*	77%
2008	29	88%	*	69%	*	*	*	85%
SD E COUNTY PRIMARY CARE CLIN								
2009	156	85%	*	75%	82%	<b>93%</b>	87%	84%
2008	263	81%	*	70%	83%	85%	78%	86%
SOLDIER FAMILY MED CLIN BIGGS								
2009	46	79%	*	73%	*	82%	88%	69%
2008	81	82%	*	100%	93%	76%	78%	89%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	177	84%	79%	88%	76%	85%	84%	83%
2008	195	83%	78%	72%	80%	94%	84%	82%
SOUTHERN CALIFORNIA								
2009	256	84%	69%	71%	89%	86%	82%	87%
2008	506	80%	77%	75%	69%	87%	80%	80%
SOUTHERN IDAHO								
2009	317	80%	70%	84%	73%	84%	84%	74%
2008	425	72%	82%	68%	69%	73%	69%	74%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	1	*	--	--	--	*	*	--
TMC FT. RICHARDSON								
2009	14	54%	*	45%	*	--	41%	*
2008	16	93%	*	*	*	*	91%	*
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	2	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	113	70%	*	65%	85%	68%	64%	78%
2008	212	85%	--	72%	91%	91%	86%	83%
TRICARE OUTPATIENT-CLAIREMONT								
2009	127	82%	*	72%	100%	88%	81%	85%
2008	182	85%	--	78%	84%	96%	84%	86%
TRICARE OUTPATIENT-OCEANSIDE								
2009	158	87%	83%	84%	87%	89%	84%	91%
2008	252	77%	*	70%	74%	82%	72%	84%
TRIPLER AMC-FT SHAFTER								
2009	110	84%	74%	88%	70%	92%	84%	84%
2008	138	80%	*	73%	72%	89%	97%	73%
UTAH								
2009	187	73%	76%	79%	63%	74%	67%	81%
2008	205	77%	47%	73%	81%	79%	79%	72%
WASHINGTON								
2009	255	83%	84%	77%	84%	84%	88%	78%
2008	457	81%	90%	62%	85%	84%	81%	81%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Percent Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	4	*	*	--	--	--	*	--
2008	1	*	*	--	--	--	*	--
WESTERN MISSOURI								
2009	556	84%	78%	83%	78%	88%	86%	82%
2008	738	82%	82%	75%	76%	88%	87%	75%
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	112	85%	63%	85%	79%	88%	95%	74%
2008	145	81%	*	79%	74%	84%	92%	76%
WYOMING								
2009	40	77%	*	*	*	82%	78%	73%
2008	89	78%	*	74%	69%	85%	71%	90%
YUMA PROVING GROUND AHC								
2009	1	*	--	--	*	--	*	--
2008	5	*	*	*	*	*	*	*

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

	Responses	Total	Percent Top 3 Box					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	83%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	77%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	87%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	85883	<b>86%</b>	<b>77%</b>	<b>79%</b>	<b>87%</b>	<b>93%</b>	<b>85%</b>	<b>86%</b>
2008	115233	84%	76%	77%	86%	92%	83%	85%
<b>Overall - Direct Care</b>								
2009	34978	78%	76%	76%	<b>84%</b>	<b>92%</b>	76%	<b>82%</b>
2008	36880	77%	75%	73%	83%	91%	74%	81%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	31324	78%	76%	76%	<b>84%</b>	<b>93%</b>	76%	<b>82%</b>
2008	33539	77%	75%	73%	82%	91%	74%	81%
<b>Direct Care - OCONUS</b>								
2009	3654	77%	75%	77%	<b>83%</b>	<b>88%</b>	74%	<b>82%</b>
2008	3341	78%	76%	79%	89%	88%	77%	80%
<b>Overall - Purchased Care</b>								
2009	50905	<b>89%</b>	<b>82%</b>	<b>82%</b>	<b>88%</b>	<b>93%</b>	<b>90%</b>	<b>89%</b>
2008	78353	88%	80%	81%	87%	92%	89%	87%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	15391	<b>89%</b>	<b>83%</b>	<b>82%</b>	<b>88%</b>	<b>93%</b>	<b>90%</b>	<b>88%</b>
2008	24085	88%	80%	81%	88%	93%	89%	87%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	20386	<b>89%</b>	<b>82%</b>	<b>81%</b>	87%	<b>93%</b>	<b>90%</b>	<b>89%</b>
2008	31030	88%	80%	80%	87%	92%	89%	88%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	14517	<b>89%</b>	<b>83%</b>	<b>83%</b>	<b>89%</b>	<b>92%</b>	<b>90%</b>	<b>88%</b>
2008	22046	88%	80%	81%	86%	92%	89%	86%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	610	<b>92%</b>	*	85%	<b>91%</b>	<b>94%</b>	<b>93%</b>	90%
2008	1190	91%	--	85%	88%	94%	91%	91%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF									
	2009	99	89%	82%	83%	95%	*	84%	92%
	2008	87	90%	*	85%	92%	100%	89%	90%
5th MED GRP-MINOT									
	2009	35	73%	70%	63%	*	*	43%	84%
	2008	44	80%	82%	83%	67%	*	57%	94%
9th MED GRP-BEALE									
	2009	204	91%	86%	78%	92%	92%	90%	92%
	2008	438	89%	*	81%	85%	92%	91%	88%
10th MED GROUP-USAF ACADEMY CO									
	2009	205	91%	83%	82%	90%	97%	97%	86%
	2008	355	90%	86%	88%	84%	95%	95%	87%
15th MED GRP-HICKAM									
	2009	14	85%	*	82%	*	--	*	97%
	2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON									
	2009	242	90%	85%	91%	86%	93%	92%	89%
	2008	323	88%	74%	87%	80%	93%	89%	87%
22nd MED GRP-MCCONNELL									
	2009	156	92%	73%	81%	94%	97%	97%	87%
	2008	241	91%	77%	84%	92%	98%	94%	87%
27th SPEC OPS MED GRP-CANNON									
	2009	31	81%	96%	*	*	*	77%	85%
	2008	40	87%	*	*	86%	100%	93%	82%
28th MED GRP-ELLSWORTH									
	2009	122	82%	82%	75%	88%	82%	77%	85%
	2008	147	90%	84%	76%	93%	97%	91%	89%
30th MED GRP-VANDENBERG									
	2009	115	89%	82%	76%	88%	93%	91%	88%
	2008	172	90%	86%	87%	87%	93%	90%	90%
49th MED GRP-HOLLOMAN									
	2009	54	84%	75%	94%	*	78%	82%	85%
	2008	64	74%	*	46%	80%	93%	94%	60%
55th MED GRP-OFFUTT									
	2009	293	95%	92%	89%	96%	98%	96%	94%
	2008	384	92%	83%	86%	90%	98%	94%	90%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	621	87%	82%	79%	86%	89%	89%	85%
2008	1076	88%	65%	82%	86%	92%	90%	86%
60th MED GRP-TRAVIS								
2009	296	88%	<b>64%</b>	84%	77%	<b>94%</b>	87%	90%
2008	573	90%	88%	87%	89%	90%	89%	90%
61st MED GROUP-LOS ANGELES								
2009	420	<b>90%</b>	82%	<b>76%</b>	89%	<b>97%</b>	<b>93%</b>	88%
2008	772	86%	84%	75%	84%	92%	88%	84%
62nd MED SQUAD-MCCHORD								
2009	242	87%	84%	83%	87%	89%	89%	84%
2008	393	87%	*	72%	84%	92%	91%	79%
75th MED GRP-HILL								
2009	317	89%	83%	79%	91%	<b>95%</b>	<b>93%</b>	87%
2008	433	91%	83%	88%	90%	95%	91%	91%
90th MED GRP-F.E. WARREN								
2009	81	85%	82%	70%	96%	88%	88%	80%
2008	151	88%	77%	81%	85%	97%	91%	84%
92nd MED GRP-FAIRCHILD								
2009	202	91%	79%	92%	88%	<b>94%</b>	91%	91%
2008	336	87%	80%	84%	82%	92%	85%	90%
95th MED GRP-EDWARDS								
2009	61	81%	56%	69%	84%	*	100%	<b>69%</b>
2008	89	85%	*	73%	85%	92%	89%	83%
99th MED GRP-O'CALLAGHAN HOSP								
2009	288	88%	79%	76%	85%	<b>94%</b>	91%	86%
2008	550	85%	51%	76%	80%	91%	87%	84%
319th MED GRP-GRAND FORKS								
2009	31	<b>99%</b>	94%	*	*	--	100%	97%
2008	42	92%	*	100%	93%	*	100%	88%
341st MED GRP-MALMSTROM								
2009	79	86%	80%	86%	*	79%	82%	91%
2008	123	84%	*	84%	78%	94%	91%	78%
354th MED GRP-EIELSON								
2009	22	91%	87%	*	*	--	*	94%
2008	20	69%	*	*	*	*	*	68%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

	Responses	Total	Percent Top 3 Box					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	376	87%	74%	78%	86%	90%	91%	84%
2008	639	86%	77%	72%	85%	90%	87%	86%
366th MED GRP-MOUNTAIN HOME								
2009	22	95%	*	*	*	*	100%	89%
2008	19	93%	--	*	*	100%	94%	*
377th MED GRP-KIRTLAND								
2009	190	88%	85%	87%	87%	91%	86%	91%
2008	288	86%	88%	72%	82%	95%	85%	88%
460th MED GRP-BUCKLEY AFB								
2009	392	92%	82%	90%	91%	94%	90%	94%
2008	628	88%	73%	81%	90%	90%	92%	83%
509th MED GRP-WHITEMAN								
2009	85	89%	98%	91%	94%	78%	85%	93%
2008	98	87%	64%	79%	92%	95%	93%	84%
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	55	91%	*	*	89%	96%	85%	99%
2008	83	83%	*	*	91%	85%	74%	90%
ALASKA								
2009	59	90%	94%	78%	*	*	90%	87%
2008	60	86%	67%	87%	*	*	85%	91%
ARIZONA-EXCLUDING YUMA AREA								
2009	217	90%	83%	96%	89%	90%	88%	93%
2008	322	93%	*	79%	94%	95%	93%	93%
BASSETT ACH-FT. WAINWRIGHT								
2009	7	*	*	*	--	--	*	*
2008	1	*	--	*	--	--	--	*
BMC BARSTOW								
2009	52	86%	76%	72%	78%	100%	97%	80%
2008	59	83%	*	*	95%	79%	90%	77%
BMC KEYPORT								
2009	6	*	--	*	*	*	*	*
2008	30	94%	--	*	*	87%	97%	*
BMC MCAS KANEOHE BAY								
2009	31	84%	*	70%	*	*	85%	84%
2008	43	96%	*	100%	*	87%	91%	100%

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	158	88%	83%	91%	89%	87%	86%	90%
2008	310	87%	*	78%	83%	93%	89%	85%
BMC YUMA								
2009	99	88%	91%	78%	97%	91%	90%	85%
2008	127	77%	*	76%	88%	72%	72%	82%
CIV EMP HLTH CLINIC-PUEBLO								
2009	32	87%	*	*	92%	91%	91%	*
2008	42	81%	*	*	*	76%	88%	68%
COLORADO								
2009	166	92%	88%	78%	87%	98%	94%	89%
2008	242	85%	80%	73%	83%	89%	87%	82%
EVANS ACH-FT. CARSON								
2009	27	94%	*	*	*	*	92%	96%
2008	41	94%	--	*	93%	95%	95%	92%
HAWAII								
2009	44	86%	70%	77%	84%	*	81%	91%
2008	70	88%	*	97%	90%	83%	87%	90%
IOWA-EXCLUDING QUAD CITIES								
2009	448	92%	94%	91%	92%	93%	91%	94%
2008	528	93%	86%	90%	90%	99%	94%	93%
IRWIN ACH-FT. RILEY								
2009	116	89%	83%	80%	95%	93%	92%	84%
2008	94	84%	*	83%	86%	96%	90%	78%
KANSAS								
2009	269	93%	85%	88%	92%	95%	92%	93%
2008	332	89%	99%	83%	82%	94%	89%	89%
L. WOOD ACH-FT. LEONARD WOOD								
2009	64	78%	*	71%	73%	87%	86%	72%
2008	103	85%	*	84%	79%	89%	88%	75%
MADIGAN AMC-FT. LEWIS								
2009	65	81%	*	85%	84%	76%	76%	85%
2008	135	90%	*	*	89%	92%	92%	87%
MINNESOTA								
2009	647	92%	85%	88%	92%	95%	91%	94%
2008	783	90%	72%	87%	90%	93%	91%	86%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Percent Top 3 Box						
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA								
2009	227	91%	79%	81%	93%	94%	94%	88%
2008	304	88%	100%	67%	85%	94%	87%	88%
MONTEREY AHC								
2009	207	87%	82%	80%	96%	92%	87%	87%
2008	274	89%	89%	83%	92%	92%	91%	88%
MUNSON AHC-FT. LEAVENWORTH								
2009	173	89%	97%	86%	82%	100%	87%	90%
2008	214	88%	83%	87%	89%	88%	87%	89%
NBHC CORONADO								
2009	26	92%	*	84%	*	*	89%	*
2008	55	94%	*	91%	*	94%	94%	*
NBHC EL CENTRO								
2009	20	90%	*	*	*	*	*	75%
2008	20	88%	*	*	*	*	*	100%
NBHC FALLON								
2009	26	88%	77%	--	84%	*	93%	82%
2008	31	87%	*	*	*	100%	90%	84%
NBHC MCB CAMP H.M. SMITH								
2009	44	93%	84%	86%	*	*	*	93%
2008	71	87%	*	94%	74%	94%	91%	81%
NBHC MCRD SAN DIEGO								
2009	11	97%	*	*	*	*	*	*
2008	100	91%	*	92%	*	94%	89%	92%
NBHC NAS NORTH ISLAND								
2009	2	*	--	*	--	--	--	*
2008	3	*	--	*	--	--	--	*
NBHC NAS POINT MUGU								
2009	74	93%	87%	90%	82%	96%	96%	91%
2008	81	88%	*	71%	96%	89%	84%	92%
NBHC NAVSTA SAN DIEGO								
2009	32	75%	*	62%	*	*	65%	89%
2008	54	85%	--	91%	79%	79%	83%	86%
NBHC NAVWPNCEN CHINA LAKE								
2009	14	97%	*	*	*	*	*	*
2008	33	77%	*	*	75%	95%	100%	54%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	5	*	--	*	*	*	*	--
NBHC PORT HUENEME								
2009	110	82%	80%	80%	76%	85%	91%	78%
2008	179	91%	85%	77%	90%	99%	97%	87%
NBHC PUGET SOUND								
2009	48	79%	*	68%	88%	81%	76%	82%
2008	98	82%	*	69%	66%	96%	86%	77%
NBHC SUBASE BANGOR								
2009	46	94%	*	100%	100%	87%	94%	93%
2008	74	91%	--	89%	84%	96%	88%	94%
NEBRASKA								
2009	250	<b>94%</b>	<b>94%</b>	87%	<b>95%</b>	<b>96%</b>	<b>94%</b>	<b>94%</b>
2008	243	87%	100%	97%	87%	83%	90%	79%
NEVADA								
2009	132	91%	87%	88%	82%	<b>98%</b>	91%	91%
2008	225	80%	49%	73%	69%	93%	85%	75%
NEW MEXICO								
2009	107	89%	86%	79%	83%	92%	91%	84%
2008	140	89%	*	79%	93%	89%	86%	94%
NH BREMERTON								
2009	7	*	--	*	*	*	*	*
2008	11	95%	--	*	*	*	*	*
NH CAMP PENDLETON								
2009	244	83%	73%	86%	80%	82%	83%	83%
2008	418	86%	93%	79%	83%	92%	89%	82%
NH LEMOORE								
2009	126	89%	81%	83%	80%	<b>95%</b>	89%	88%
2008	203	84%	*	85%	72%	90%	83%	84%
NH OAK HARBOR								
2009	58	<b>94%</b>	*	95%	92%	96%	95%	94%
2008	109	96%	*	82%	98%	97%	93%	99%
NH TWENTYNINE PALMS								
2009	66	81%	*	77%	72%	87%	88%	78%
2008	96	88%	*	88%	85%	88%	92%	85%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	13	67%	--	*	*	*	*	*
NHCL EVERETT								
2009	244	89%	89%	86%	90%	91%	90%	89%
2008	379	86%	89%	73%	82%	95%	89%	82%
NMC SAN DIEGO								
2009	44	89%	*	69%	*	100%	84%	97%
2008	3	*	--	*	--	*	*	*
NORTH DAKOTA								
2009	156	89%	83%	80%	88%	97%	90%	86%
2008	177	89%	86%	90%	84%	94%	90%	88%
NORTHERN CALIFORNIA								
2009	517	89%	84%	80%	90%	91%	89%	89%
2008	929	88%	67%	78%	89%	92%	88%	89%
NORTHERN IDAHO								
2009	49	96%	*	*	100%	93%	94%	100%
2008	73	90%	--	*	76%	95%	87%	94%
OREGON								
2009	569	90%	78%	85%	87%	93%	89%	90%
2008	906	90%	92%	77%	89%	94%	91%	89%
R W BLISS AHC-FT. HUACHUCA								
2009	99	79%	63%	61%	79%	86%	91%	60%
2008	152	86%	86%	77%	77%	94%	92%	80%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	232	89%	88%	75%	91%	94%	93%	85%
2008	388	90%	85%	75%	88%	97%	91%	89%
SCHOFIELD BARRACKS AHC								
2009	25	71%	*	64%	*	*	*	75%
2008	29	93%	*	82%	*	*	*	93%
SD E COUNTY PRIMARY CARE CLIN								
2009	157	88%	*	83%	78%	95%	87%	89%
2008	269	85%	*	74%	89%	88%	81%	91%
SOLDIER FAMILY MED CLIN BIGGS								
2009	46	84%	*	88%	*	82%	92%	76%
2008	82	83%	*	82%	89%	82%	79%	91%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Percent Top 3 Box						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total					
SOUTH DAKOTA								
2009	178	95%	94%	95%	91%	96%	96%	93%
2008	198	94%	98%	91%	94%	95%	94%	94%
SOUTHERN CALIFORNIA								
2009	262	89%	73%	77%	91%	93%	88%	91%
2008	513	89%	81%	86%	85%	92%	87%	91%
SOUTHERN IDAHO								
2009	321	89%	81%	87%	90%	90%	91%	85%
2008	426	83%	88%	78%	76%	89%	81%	84%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	1	*	--	--	--	*	*	--
TMC FT. RICHARDSON								
2009	14	84%	*	74%	*	--	90%	*
2008	17	92%	*	*	*	*	100%	*
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	2	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	112	83%	*	75%	88%	87%	78%	89%
2008	213	84%	*	80%	80%	88%	80%	94%
TRICARE OUTPATIENT-CLAIREMONT								
2009	127	94%	*	93%	100%	93%	92%	97%
2008	183	91%	--	86%	92%	99%	92%	90%
TRICARE OUTPATIENT-OCEANSIDE								
2009	159	88%	88%	84%	90%	91%	88%	89%
2008	255	86%	*	73%	91%	92%	83%	89%
TRIPLER AMC-FT SHAFTER								
2009	111	93%	86%	93%	91%	94%	92%	93%
2008	141	85%	*	82%	75%	91%	93%	81%
UTAH								
2009	186	87%	73%	86%	93%	87%	89%	84%
2008	208	90%	52%	92%	91%	92%	88%	94%
WASHINGTON								
2009	254	88%	85%	80%	93%	87%	89%	86%
2008	458	90%	82%	87%	90%	92%	91%	90%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Percent Top 3 Box						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	4	*	*	--	--	--	*	--
2008	1	*	*	--	--	--	*	--
WESTERN MISSOURI								
2009	561	92%	88%	90%	90%	93%	94%	89%
2008	743	90%	83%	85%	85%	94%	92%	86%
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	112	89%	73%	94%	87%	90%	91%	88%
2008	146	87%	*	73%	76%	91%	92%	84%
WYOMING								
2009	39	86%	*	*	*	95%	88%	80%
2008	90	87%	*	88%	76%	95%	81%	100%
YUMA PROVING GROUND AHC								
2009	2	*	--	--	*	--	*	--
2008	5	*	*	*	*	*	*	*

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	62%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	61%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	63%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	75156	<b>66%</b>	63%	<b>66%</b>	<b>68%</b>	<b>66%</b>	<b>70%</b>	<b>60%</b>
2008	--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>								
2009	30369	<b>64%</b>	62%	<b>64%</b>	<b>67%</b>	<b>69%</b>	<b>66%</b>	60%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	27231	64%	62%	64%	<b>67%</b>	<b>69%</b>	<b>66%</b>	60%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - OCONUS</b>								
2009	3138	<b>65%</b>	63%	<b>68%</b>	65%	<b>73%</b>	<b>66%</b>	63%
2008	--	--	--	--	--	--	--	--
<b>Overall - Purchased Care</b>								
2009	44787	<b>67%</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>	<b>66%</b>	<b>72%</b>	<b>60%</b>
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	13526	<b>67%</b>	<b>68%</b>	<b>68%</b>	<b>69%</b>	<b>67%</b>	<b>72%</b>	<b>60%</b>
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	18185	<b>67%</b>	<b>65%</b>	<b>68%</b>	<b>69%</b>	<b>66%</b>	<b>71%</b>	61%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	12530	<b>66%</b>	<b>67%</b>	<b>67%</b>	<b>68%</b>	<b>65%</b>	<b>72%</b>	<b>59%</b>
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	546	<b>70%</b>	*	66%	<b>71%</b>	<b>69%</b>	<b>78%</b>	<b>52%</b>
2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Total	Active Duty	Active Duty Family Members	Percent Always		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
3rd MED GRP-ELMENDORF								
2009	79	73%	80%	65%	85%	*	79%	70%
2008	--	--	--	--	--	--	--	--
5th MED GRP-MINOT								
2009	25	50%	75%	*	*	*	*	53%
2008	--	--	--	--	--	--	--	--
9th MED GRP-BEALE								
2009	188	59%	72%	67%	64%	55%	64%	51%
2008	--	--	--	--	--	--	--	--
10th MED GROUP-USAF ACADEMY CO								
2009	175	65%	59%	56%	68%	66%	<b>77%</b>	55%
2008	--	--	--	--	--	--	--	--
15th MED GRP-HICKAM								
2009	7	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	209	66%	68%	70%	<b>79%</b>	59%	67%	65%
2008	--	--	--	--	--	--	--	--
22nd MED GRP-MCCONNELL								
2009	141	71%	68%	68%	<b>77%</b>	69%	<b>78%</b>	64%
2008	--	--	--	--	--	--	--	--
27th SPEC OPS MED GRP-CANNON								
2009	25	63%	*	*	*	*	64%	62%
2008	--	--	--	--	--	--	--	--
28th MED GRP-ELLSWORTH								
2009	100	66%	80%	65%	55%	75%	69%	64%
2008	--	--	--	--	--	--	--	--
30th MED GRP-VANDENBERG								
2009	98	66%	76%	62%	62%	66%	70%	61%
2008	--	--	--	--	--	--	--	--
49th MED GRP-HOLLOMAN								
2009	47	63%	57%	51%	*	70%	68%	57%
2008	--	--	--	--	--	--	--	--
55th MED GRP-OFFUTT								
2009	249	<b>73%</b>	<b>78%</b>	<b>76%</b>	71%	72%	<b>82%</b>	64%
2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Total	Active Duty	Active Duty Family Members	Percent Always		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
56th MED GRP-LUKE								
2009	516	67%	60%	69%	71%	65%	70%	63%
2008	--	--	--	--	--	--	--	--
60th MED GRP-TRAVIS								
2009	250	60%	60%	73%	58%	58%	67%	50%
2008	--	--	--	--	--	--	--	--
61st MED GROUP-LOS ANGELES								
2009	354	65%	79%	60%	71%	64%	70%	60%
2008	--	--	--	--	--	--	--	--
62nd MED SQUAD-MCCHORD								
2009	192	68%	53%	70%	73%	65%	76%	56%
2008	--	--	--	--	--	--	--	--
75th MED GRP-HILL								
2009	265	65%	63%	72%	60%	67%	74%	59%
2008	--	--	--	--	--	--	--	--
90th MED GRP-F.E. WARREN								
2009	62	68%	56%	69%	46%	76%	76%	52%
2008	--	--	--	--	--	--	--	--
92nd MED GRP-FAIRCHILD								
2009	171	68%	71%	78%	66%	67%	78%	59%
2008	--	--	--	--	--	--	--	--
95th MED GRP-EDWARDS								
2009	51	78%	41%	57%	86%	*	82%	76%
2008	--	--	--	--	--	--	--	--
99th MED GRP-O'CALLAGHAN HOSP								
2009	258	66%	65%	61%	59%	73%	72%	62%
2008	--	--	--	--	--	--	--	--
319th MED GRP-GRAND FORKS								
2009	24	61%	66%	*	*	--	66%	52%
2008	--	--	--	--	--	--	--	--
341st MED GRP-MALMSTROM								
2009	70	70%	69%	67%	*	*	80%	55%
2008	--	--	--	--	--	--	--	--
354th MED GRP-EIELSON								
2009	16	45%	*	*	*	--	*	31%
2008	--	--	--	--	--	--	--	--

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## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	330	63%	56%	50%	67%	64%	71%	56%
2008	--	--	--	--	--	--	--	--
366th MED GRP-MOUNTAIN HOME								
2009	17	87%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
377th MED GRP-KIRTLAND								
2009	166	68%	55%	76%	68%	68%	70%	67%
2008	--	--	--	--	--	--	--	--
460th MED GRP-BUCKLEY AFB								
2009	348	64%	62%	68%	70%	59%	68%	59%
2008	--	--	--	--	--	--	--	--
509th MED GRP-WHITEMAN								
2009	71	63%	86%	57%	67%	*	65%	60%
2008	--	--	--	--	--	--	--	--
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	51	67%	*	*	75%	59%	69%	66%
2008	--	--	--	--	--	--	--	--
ALASKA								
2009	50	74%	55%	75%	*	*	77%	41%
2008	--	--	--	--	--	--	--	--
ARIZONA-EXCLUDING YUMA AREA								
2009	201	61%	72%	68%	67%	58%	63%	57%
2008	--	--	--	--	--	--	--	--
BASSETT ACH-FT. WAINWRIGHT								
2009	6	*	*	*	--	--	*	*
2008	--	--	--	--	--	--	--	--
BMC BARSTOW								
2009	43	58%	*	*	54%	59%	66%	53%
2008	--	--	--	--	--	--	--	--
BMC KEYPORT								
2009	5	*	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
BMC MCAS KANE OHE BAY								
2009	23	69%	*	56%	*	*	84%	*
2008	--	--	--	--	--	--	--	--

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## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	129	63%	71%	57%	72%	60%	75%	44%
2008	--	--	--	--	--	--	--	--
BMC YUMA								
2009	87	61%	59%	53%	83%	60%	59%	64%
2008	--	--	--	--	--	--	--	--
CIV EMP HLTH CLINIC-PUEBLO								
2009	28	44%	*	*	*	44%	54%	*
2008	--	--	--	--	--	--	--	--
COLORADO								
2009	141	75%	82%	77%	75%	74%	79%	69%
2008	--	--	--	--	--	--	--	--
EVANS ACH-FT. CARSON								
2009	22	71%	*	*	*	*	92%	47%
2008	--	--	--	--	--	--	--	--
HAWAII								
2009	40	65%	46%	71%	67%	*	80%	52%
2008	--	--	--	--	--	--	--	--
IOWA-EXCLUDING QUAD CITIES								
2009	393	68%	80%	67%	72%	64%	70%	65%
2008	--	--	--	--	--	--	--	--
IRWIN ACH-FT. RILEY								
2009	105	77%	59%	83%	78%	77%	87%	63%
2008	--	--	--	--	--	--	--	--
KANSAS								
2009	235	71%	72%	60%	62%	78%	73%	67%
2008	--	--	--	--	--	--	--	--
L. WOOD ACH-FT. LEONARD WOOD								
2009	54	63%	*	55%	56%	74%	74%	53%
2008	--	--	--	--	--	--	--	--
MADIGAN AMC-FT. LEWIS								
2009	55	56%	*	31%	68%	53%	57%	55%
2008	--	--	--	--	--	--	--	--
MINNESOTA								
2009	577	68%	69%	70%	73%	65%	75%	57%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Percent Always							
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
MONTANA									
2009	201	71%	71%	69%	86%	64%	75%	62%	
2008	--	--	--	--	--	--	--	--	
MONTEREY AHC									
2009	173	66%	74%	63%	84%	62%	63%	70%	
2008	--	--	--	--	--	--	--	--	
MUNSON AHC-FT. LEAVENWORTH									
2009	149	74%	74%	82%	63%	81%	81%	67%	
2008	--	--	--	--	--	--	--	--	
NBHC CORONADO									
2009	19	81%	--	64%	*	*	93%	*	
2008	--	--	--	--	--	--	--	--	
NBHC EL CENTRO									
2009	16	79%	*	*	*	*	*	*	
2008	--	--	--	--	--	--	--	--	
NBHC FALLON									
2009	23	74%	*	--	77%	*	72%	76%	
2008	--	--	--	--	--	--	--	--	
NBHC MCB CAMP H.M. SMITH									
2009	35	72%	*	64%	*	*	*	71%	
2008	--	--	--	--	--	--	--	--	
NBHC MCRD SAN DIEGO									
2009	10	57%	*	*	*	*	*	*	
2008	--	--	--	--	--	--	--	--	
NBHC NAS NORTH ISLAND									
2009	--	--	--	--	--	--	--	--	
2008	--	--	--	--	--	--	--	--	
NBHC NAS POINT MUGU									
2009	65	72%	*	62%	52%	79%	74%	71%	
2008	--	--	--	--	--	--	--	--	
NBHC NAVSTA SAN DIEGO									
2009	26	81%	*	77%	*	*	89%	*	
2008	--	--	--	--	--	--	--	--	
NBHC NAVWPNCEN CHINA LAKE									
2009	10	48%	*	*	*	*	*	*	
2008	--	--	--	--	--	--	--	--	

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	--	--	--	--	--	--	--	--
NBHC PORT HUENEME								
2009	89	65%	56%	70%	37%	73%	90%	49%
2008	--	--	--	--	--	--	--	--
NBHC PUGET SOUND								
2009	41	65%	*	73%	58%	67%	79%	54%
2008	--	--	--	--	--	--	--	--
NBHC SUBASE BANGOR								
2009	37	78%	*	*	79%	83%	73%	85%
2008	--	--	--	--	--	--	--	--
NEBRASKA								
2009	221	70%	82%	72%	71%	67%	77%	55%
2008	--	--	--	--	--	--	--	--
NEVADA								
2009	118	63%	54%	66%	67%	61%	62%	64%
2008	--	--	--	--	--	--	--	--
NEW MEXICO								
2009	96	66%	50%	87%	74%	60%	74%	48%
2008	--	--	--	--	--	--	--	--
NH BREMERTON								
2009	4	*	--	--	*	*	*	*
2008	--	--	--	--	--	--	--	--
NH CAMP PENDLETON								
2009	206	62%	43%	73%	61%	56%	65%	57%
2008	--	--	--	--	--	--	--	--
NH LEMOORE								
2009	108	69%	57%	69%	81%	66%	76%	61%
2008	--	--	--	--	--	--	--	--
NH OAK HARBOR								
2009	52	67%	*	74%	78%	58%	68%	65%
2008	--	--	--	--	--	--	--	--
NH TWENTYNINE PALMS								
2009	55	62%	*	46%	45%	69%	71%	58%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NHCL EVERETT								
2009	206	<b>71%</b>	71%	71%	70%	72%	<b>77%</b>	64%
2008	--	--	--	--	--	--	--	--
NMC SAN DIEGO								
2009	38	73%	*	73%	*	73%	78%	66%
2008	--	--	--	--	--	--	--	--
NORTH DAKOTA								
2009	135	<b>76%</b>	74%	61%	82%	85%	<b>81%</b>	63%
2008	--	--	--	--	--	--	--	--
NORTHERN CALIFORNIA								
2009	450	62%	63%	61%	57%	64%	<b>71%</b>	<b>50%</b>
2008	--	--	--	--	--	--	--	--
NORTHERN IDAHO								
2009	42	76%	*	*	68%	77%	78%	72%
2008	--	--	--	--	--	--	--	--
OREGON								
2009	491	67%	64%	68%	<b>73%</b>	63%	<b>73%</b>	59%
2008	--	--	--	--	--	--	--	--
R W BLISS AHC-FT. HUACHUCA								
2009	87	65%	20%	47%	64%	77%	<b>80%</b>	<b>36%</b>
2008	--	--	--	--	--	--	--	--
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	205	<b>71%</b>	<b>83%</b>	71%	66%	73%	<b>80%</b>	60%
2008	--	--	--	--	--	--	--	--
SCHOFIELD BARRACKS AHC								
2009	20	40%	*	33%	*	*	*	23%
2008	--	--	--	--	--	--	--	--
SD E COUNTY PRIMARY CARE CLIN								
2009	136	70%	*	73%	62%	72%	<b>77%</b>	59%
2008	--	--	--	--	--	--	--	--
SOLDIER FAMILY MED CLIN BIGGS								
2009	37	62%	*	70%	*	56%	73%	52%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	149	72%	78%	85%	73%	64%	83%	54%
2008	--	--	--	--	--	--	--	--
SOUTHERN CALIFORNIA								
2009	227	64%	76%	68%	64%	63%	70%	57%
2008	--	--	--	--	--	--	--	--
SOUTHERN IDAHO								
2009	289	65%	69%	69%	62%	65%	71%	57%
2008	--	--	--	--	--	--	--	--
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	12	66%	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CHULA VISTA								
2009	95	58%	*	52%	74%	55%	67%	46%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CLAIREMONT								
2009	101	67%	--	73%	70%	61%	73%	58%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-OCEANSIDE								
2009	138	67%	*	73%	61%	65%	72%	59%
2008	--	--	--	--	--	--	--	--
TRIPLER AMC-FT SHAFTER								
2009	96	71%	61%	74%	60%	81%	81%	63%
2008	--	--	--	--	--	--	--	--
UTAH								
2009	160	55%	57%	72%	56%	49%	60%	45%
2008	--	--	--	--	--	--	--	--
WASHINGTON								
2009	232	69%	71%	82%	70%	65%	70%	66%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Total	Active Duty	Active Duty Family Members	Percent Always		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
WEED ACH-FT. IRWIN								
2009	2	*	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI								
2009	517	<b>71%</b>	71%	<b>80%</b>	68%	<b>70%</b>	<b>77%</b>	60%
2008	--	--	--	--	--	--	--	--
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	101	<b>74%</b>	57%	87%	66%	74%	<b>82%</b>	65%
2008	--	--	--	--	--	--	--	--
WYOMING								
2009	32	76%	*	*	*	79%	80%	*
2008	--	--	--	--	--	--	--	--
YUMA PROVING GROUND AHC								
2009	1	*	--	--	*	--	*	--
2008	--	--	--	--	--	--	--	--



## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Access to Care

Q3C - Overall satisfaction of care

	Responses	Percent Satisfied						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	62536	86%	80%	83%	87%	90%	86%	86%
2008	--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>								
2009	27035	80%	79%	80%	84%	88%	79%	82%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	24271	80%	79%	80%	83%	88%	79%	82%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - OCONUS</b>								
2009	2764	83%	82%	81%	85%	89%	82%	84%
2008	--	--	--	--	--	--	--	--
<b>Overall - Purchased Care</b>								
2009	35501	88%	84%	85%	87%	90%	89%	87%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	10650	88%	85%	86%	87%	90%	89%	86%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	14327	88%	83%	84%	87%	90%	88%	88%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	10113	88%	84%	85%	88%	90%	89%	87%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	410	92%	--	85%	91%	94%	92%	92%
2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

### Domain: Access to Care

### Q3C - Overall satisfaction of care

	Responses	Percent Satisfied						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	65	96%	89%	93%	100%	*	97%	95%
2008	--	--	--	--	--	--	--	--
5th MED GRP-MINOT								
2009	30	75%	69%	75%	*	--	50%	90%
2008	--	--	--	--	--	--	--	--
9th MED GRP-BEALE								
2009	147	84%	81%	76%	82%	86%	87%	78%
2008	--	--	--	--	--	--	--	--
10th MED GROUP-USAF ACADEMY CO								
2009	147	88%	73%	77%	96%	84%	90%	86%
2008	--	--	--	--	--	--	--	--
15th MED GRP-HICKAM								
2009	15	86%	*	84%	*	--	*	97%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	186	89%	100%	91%	90%	87%	92%	88%
2008	--	--	--	--	--	--	--	--
22nd MED GRP-MCCONNELL								
2009	113	90%	77%	77%	90%	96%	90%	90%
2008	--	--	--	--	--	--	--	--
27th SPEC OPS MED GRP-CANNON								
2009	19	86%	*	*	*	*	*	89%
2008	--	--	--	--	--	--	--	--
28th MED GRP-ELLSWORTH								
2009	88	90%	85%	91%	88%	92%	96%	86%
2008	--	--	--	--	--	--	--	--
30th MED GRP-VANDENBERG								
2009	82	90%	84%	93%	*	89%	92%	89%
2008	--	--	--	--	--	--	--	--
49th MED GRP-HOLLOMAN								
2009	36	77%	75%	*	*	*	78%	77%
2008	--	--	--	--	--	--	--	--
55th MED GRP-OFFUTT								
2009	196	87%	87%	86%	92%	83%	90%	85%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3C - Overall satisfaction of care

	Responses	Percent Satisfied						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	443	88%	85%	76%	93%	88%	91%	86%
2008	--	--	--	--	--	--	--	--
60th MED GRP-TRAVIS								
2009	213	88%	77%	81%	91%	90%	88%	89%
2008	--	--	--	--	--	--	--	--
61st MED GROUP-LOS ANGELES								
2009	303	88%	90%	80%	84%	94%	90%	87%
2008	--	--	--	--	--	--	--	--
62nd MED SQUAD-MCCHORD								
2009	187	82%	65%	81%	86%	82%	83%	82%
2008	--	--	--	--	--	--	--	--
75th MED GRP-HILL								
2009	216	83%	80%	84%	85%	81%	81%	84%
2008	--	--	--	--	--	--	--	--
90th MED GRP-F.E. WARREN								
2009	61	83%	76%	71%	93%	87%	82%	83%
2008	--	--	--	--	--	--	--	--
92nd MED GRP-FAIRCHILD								
2009	142	87%	86%	84%	94%	84%	83%	91%
2008	--	--	--	--	--	--	--	--
95th MED GRP-EDWARDS								
2009	46	85%	67%	72%	89%	*	85%	86%
2008	--	--	--	--	--	--	--	--
99th MED GRP-O'CALLAGHAN HOSP								
2009	215	90%	77%	76%	90%	96%	92%	89%
2008	--	--	--	--	--	--	--	--
319th MED GRP-GRAND FORKS								
2009	27	97%	84%	*	*	--	100%	93%
2008	--	--	--	--	--	--	--	--
341st MED GRP-MALMSTROM								
2009	52	93%	83%	87%	*	*	94%	90%
2008	--	--	--	--	--	--	--	--
354th MED GRP-EIELSON								
2009	20	90%	80%	*	*	--	*	87%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

### Domain: Access to Care

### Q3C - Overall satisfaction of care

	Responses	Percent Satisfied						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	270	86%	84%	84%	84%	88%	86%	86%
2008	--	--	--	--	--	--	--	--
366th MED GRP-MOUNTAIN HOME								
2009	16	94%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
377th MED GRP-KIRTLAND								
2009	138	85%	77%	81%	84%	90%	82%	89%
2008	--	--	--	--	--	--	--	--
460th MED GRP-BUCKLEY AFB								
2009	282	86%	79%	87%	84%	88%	86%	86%
2008	--	--	--	--	--	--	--	--
509th MED GRP-WHITEMAN								
2009	64	92%	87%	97%	93%	*	97%	88%
2008	--	--	--	--	--	--	--	--
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	36	84%	*	*	77%	93%	86%	81%
2008	--	--	--	--	--	--	--	--
ALASKA								
2009	41	87%	77%	78%	*	*	89%	81%
2008	--	--	--	--	--	--	--	--
ARIZONA-EXCLUDING YUMA AREA								
2009	151	88%	86%	95%	92%	87%	89%	87%
2008	--	--	--	--	--	--	--	--
BASSETT ACH-FT. WAINWRIGHT								
2009	5	*	*	*	--	--	*	*
2008	--	--	--	--	--	--	--	--
BMC BARSTOW								
2009	33	93%	*	*	93%	*	83%	99%
2008	--	--	--	--	--	--	--	--
BMC KEYPORT								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
BMC MCAS KANEOHE BAY								
2009	25	94%	*	91%	*	*	100%	87%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3C - Overall satisfaction of care

	Responses	Percent Satisfied							
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
BMC MCAS MIRAMAR									
2009	115	88%	91%	85%	84%	93%	89%	87%	
2008	--	--	--	--	--	--	--	--	
BMC YUMA									
2009	73	85%	73%	81%	90%	87%	96%	76%	
2008	--	--	--	--	--	--	--	--	
CIV EMP HLTH CLINIC-PUEBLO									
2009	23	95%	--	*	*	100%	94%	*	
2008	--	--	--	--	--	--	--	--	
COLORADO									
2009	116	94%	82%	95%	90%	97%	93%	95%	
2008	--	--	--	--	--	--	--	--	
EVANS ACH-FT. CARSON									
2009	18	92%	*	*	*	*	*	96%	
2008	--	--	--	--	--	--	--	--	
HAWAII									
2009	32	84%	*	71%	*	*	70%	94%	
2008	--	--	--	--	--	--	--	--	
IOWA-EXCLUDING QUAD CITIES									
2009	292	90%	91%	87%	90%	92%	89%	92%	
2008	--	--	--	--	--	--	--	--	
IRWIN ACH-FT. RILEY									
2009	78	86%	89%	85%	86%	*	90%	80%	
2008	--	--	--	--	--	--	--	--	
KANSAS									
2009	172	93%	87%	99%	90%	94%	93%	94%	
2008	--	--	--	--	--	--	--	--	
L. WOOD ACH-FT. LEONARD WOOD									
2009	43	83%	*	79%	81%	*	85%	81%	
2008	--	--	--	--	--	--	--	--	
MADIGAN AMC-FT. LEWIS									
2009	47	83%	*	90%	86%	79%	88%	79%	
2008	--	--	--	--	--	--	--	--	
MINNESOTA									
2009	416	88%	93%	91%	86%	87%	91%	83%	
2008	--	--	--	--	--	--	--	--	

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## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3C - Overall satisfaction of care

	Responses	Percent Satisfied						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA								
2009	162	90%	75%	82%	87%	95%	91%	89%
2008	--	--	--	--	--	--	--	--
MONTEREY AHC								
2009	144	90%	74%	90%	93%	93%	92%	89%
2008	--	--	--	--	--	--	--	--
MUNSON AHC-FT. LEAVENWORTH								
2009	127	86%	95%	89%	71%	94%	83%	89%
2008	--	--	--	--	--	--	--	--
NBHC CORONADO								
2009	23	97%	*	96%	*	*	96%	*
2008	--	--	--	--	--	--	--	--
NBHC EL CENTRO								
2009	12	94%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC FALLON								
2009	19	89%	*	--	*	*	*	76%
2008	--	--	--	--	--	--	--	--
NBHC MCB CAMP H.M. SMITH								
2009	29	97%	*	89%	*	*	*	98%
2008	--	--	--	--	--	--	--	--
NBHC MCRD SAN DIEGO								
2009	5	*	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC NAS NORTH ISLAND								
2009	2	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
NBHC NAS POINT MUGU								
2009	46	82%	*	69%	*	86%	81%	83%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SAN DIEGO								
2009	22	87%	*	75%	*	*	77%	*
2008	--	--	--	--	--	--	--	--
NBHC NAVWPNCEN CHINA LAKE								
2009	12	94%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--

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## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

### Domain: Access to Care

### Q3C - Overall satisfaction of care

	Responses	Percent Satisfied						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	--	--	--	--	--	--	--	--
NBHC PORT HUENEME								
2009	83	90%	85%	85%	89%	94%	95%	88%
2008	--	--	--	--	--	--	--	--
NBHC PUGET SOUND								
2009	35	83%	*	63%	100%	*	92%	79%
2008	--	--	--	--	--	--	--	--
NBHC SUBASE BANGOR								
2009	32	79%	*	*	85%	68%	79%	79%
2008	--	--	--	--	--	--	--	--
NEBRASKA								
2009	158	88%	89%	91%	88%	87%	90%	84%
2008	--	--	--	--	--	--	--	--
NEVADA								
2009	96	83%	93%	91%	84%	80%	86%	81%
2008	--	--	--	--	--	--	--	--
NEW MEXICO								
2009	83	91%	97%	85%	79%	95%	92%	90%
2008	--	--	--	--	--	--	--	--
NH BREMERTON								
2009	6	*	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NH CAMP PENDLETON								
2009	184	85%	63%	88%	81%	89%	89%	81%
2008	--	--	--	--	--	--	--	--
NH LEMOORE								
2009	80	83%	82%	87%	83%	83%	92%	76%
2008	--	--	--	--	--	--	--	--
NH OAK HARBOR								
2009	44	95%	*	87%	*	100%	100%	87%
2008	--	--	--	--	--	--	--	--
NH TWENTYNINE PALMS								
2009	49	84%	*	78%	91%	83%	88%	82%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

### Domain: Access to Care

### Q3C - Overall satisfaction of care

	Responses	Percent Satisfied						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NHCL EVERETT								
2009	179	94%	86%	86%	97%	98%	97%	92%
2008	--	--	--	--	--	--	--	--
NMC SAN DIEGO								
2009	38	92%	*	81%	*	100%	88%	96%
2008	--	--	--	--	--	--	--	--
NORTH DAKOTA								
2009	97	81%	82%	74%	85%	85%	81%	81%
2008	--	--	--	--	--	--	--	--
NORTHERN CALIFORNIA								
2009	343	90%	88%	78%	93%	93%	87%	94%
2008	--	--	--	--	--	--	--	--
NORTHERN IDAHO								
2009	33	90%	*	*	100%	85%	93%	*
2008	--	--	--	--	--	--	--	--
OREGON								
2009	394	90%	79%	80%	92%	92%	87%	92%
2008	--	--	--	--	--	--	--	--
R W BLISS AHC-FT. HUACHUCA								
2009	73	86%	*	66%	93%	84%	89%	81%
2008	--	--	--	--	--	--	--	--
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	158	88%	86%	89%	87%	88%	90%	86%
2008	--	--	--	--	--	--	--	--
SCHOFIELD BARRACKS AHC								
2009	19	86%	*	83%	*	*	*	84%
2008	--	--	--	--	--	--	--	--
SD E COUNTY PRIMARY CARE CLIN								
2009	115	84%	*	77%	84%	88%	87%	81%
2008	--	--	--	--	--	--	--	--
SOLDIER FAMILY MED CLIN BIGGS								
2009	41	94%	*	96%	*	*	96%	93%
2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3C - Overall satisfaction of care

	Responses	Percent Satisfied						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	117	93%	88%	97%	91%	91%	92%	93%
2008	--	--	--	--	--	--	--	--
SOUTHERN CALIFORNIA								
2009	195	87%	87%	79%	87%	90%	87%	88%
2008	--	--	--	--	--	--	--	--
SOUTHERN IDAHO								
2009	202	85%	93%	83%	83%	85%	83%	87%
2008	--	--	--	--	--	--	--	--
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	9	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CHULA VISTA								
2009	74	81%	*	81%	75%	85%	87%	75%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CLAIREMONT								
2009	86	92%	*	96%	100%	84%	94%	88%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-OCEANSIDE								
2009	112	86%	*	91%	86%	83%	92%	79%
2008	--	--	--	--	--	--	--	--
TRIPLER AMC-FT SHAFTER								
2009	79	94%	92%	96%	93%	93%	98%	91%
2008	--	--	--	--	--	--	--	--
UTAH								
2009	130	93%	90%	90%	97%	93%	96%	89%
2008	--	--	--	--	--	--	--	--
WASHINGTON								
2009	159	86%	84%	85%	78%	91%	90%	80%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3C - Overall satisfaction of care

		Percent Satisfied						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	2	*	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI								
2009	351	90%	80%	92%	82%	93%	90%	89%
2008	--	--	--	--	--	--	--	--
WESTERN TEXAS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	81	87%	77%	97%	87%	84%	87%	87%
2008	--	--	--	--	--	--	--	--
WYOMING								
2009	28	84%	*	*	*	93%	85%	*
2008	--	--	--	--	--	--	--	--
YUMA PROVING GROUND AHC								
2009	2	*	--	--	*	*	*	--
2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

	Responses	Total	Proportion Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	76%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	70%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	80%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	85723	<b>83%</b>	<b>72%</b>	<b>74%</b>	<b>84%</b>	<b>92%</b>	<b>81%</b>	<b>84%</b>
2008	114886	81%	72%	71%	83%	91%	79%	83%
<b>Overall - Direct Care</b>								
2009	34917.5	72%	70%	<b>66%</b>	<b>80%</b>	<b>89%</b>	69%	<b>75%</b>
2008	36793	71%	70%	65%	78%	88%	67%	76%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	31264.5	72%	70%	<b>66%</b>	<b>80%</b>	<b>89%</b>	69%	<b>75%</b>
2008	33453.5	70%	70%	64%	77%	88%	67%	76%
<b>Direct Care - OCONUS</b>								
2009	3653	72%	70%	68%	<b>78%</b>	<b>88%</b>	69%	<b>77%</b>
2008	3339.5	74%	73%	70%	82%	88%	71%	78%
<b>Overall - Purchased Care</b>								
2009	50805.5	<b>88%</b>	<b>84%</b>	80%	<b>86%</b>	<b>92%</b>	<b>87%</b>	<b>88%</b>
2008	78093	87%	83%	78%	85%	91%	87%	87%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	15362	<b>88%</b>	<b>84%</b>	80%	<b>85%</b>	<b>92%</b>	<b>88%</b>	<b>88%</b>
2008	24007.5	87%	83%	79%	86%	92%	87%	86%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	20359	<b>88%</b>	<b>84%</b>	79%	<b>85%</b>	<b>92%</b>	<b>87%</b>	<b>88%</b>
2008	30936	87%	83%	78%	85%	91%	86%	88%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	14473	<b>88%</b>	<b>84%</b>	81%	<b>86%</b>	<b>91%</b>	<b>87%</b>	<b>88%</b>
2008	21958.5	86%	83%	78%	85%	91%	87%	86%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	610.5	<b>89%</b>	*	72%	<b>87%</b>	<b>94%</b>	<b>89%</b>	<b>89%</b>
2008	1189	88%	--	74%	83%	93%	85%	91%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

			Proportion Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care
	Responses	Total						
3rd MED GRP-ELMENDORF								
2009	96.5	82%	76%	76%	86%	*	77%	85%
2008	86	85%	*	81%	85%	97%	82%	88%
5th MED GRP-MINOT								
2009	33.5	88%	86%	84%	*	*	92%	86%
2008	43.5	83%	75%	81%	*	*	71%	92%
9th MED GRP-BEALE								
2009	201	89%	95%	81%	79%	94%	87%	91%
2008	438.5	89%	*	75%	84%	93%	89%	89%
10th MED GROUP-USAF ACADEMY CO								
2009	203.5	89%	74%	87%	91%	89%	90%	88%
2008	351.5	92%	74%	91%	93%	92%	94%	90%
15th MED GRP-HICKAM								
2009	12.5	79%	*	76%	*	--	*	*
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	239.5	87%	78%	84%	79%	93%	91%	86%
2008	322.5	89%	97%	83%	85%	91%	86%	91%
22nd MED GRP-MCCONNELL								
2009	156.5	94%	93%	87%	98%	95%	97%	91%
2008	241	90%	87%	80%	94%	95%	88%	93%
27th SPEC OPS MED GRP-CANNON								
2009	31	84%	84%	*	*	*	80%	87%
2008	41	90%	*	*	96%	100%	86%	94%
28th MED GRP-ELLSWORTH								
2009	121.5	85%	83%	75%	85%	96%	78%	88%
2008	146	89%	92%	82%	89%	93%	88%	89%
30th MED GRP-VANDENBERG								
2009	113.5	91%	84%	71%	90%	95%	93%	89%
2008	173	88%	90%	86%	95%	86%	87%	89%
49th MED GRP-HOLLOMAN								
2009	54	85%	97%	81%	*	82%	82%	88%
2008	62	85%	*	80%	82%	91%	93%	80%
55th MED GRP-OFFUTT								
2009	294.5	94%	93%	85%	97%	96%	93%	94%
2008	387.5	90%	87%	83%	90%	95%	92%	89%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	619.5	85%	82%	76%	81%	90%	85%	86%
2008	1069	85%	72%	84%	81%	88%	86%	83%
60th MED GRP-TRAVIS								
2009	296.5	86%	78%	74%	88%	89%	83%	91%
2008	573	85%	92%	81%	82%	86%	83%	87%
61st MED GROUP-LOS ANGELES								
2009	421	88%	88%	76%	91%	92%	90%	87%
2008	768.5	84%	91%	74%	78%	90%	88%	80%
62nd MED SQUAD-MCCHORD								
2009	240.5	89%	69%	82%	82%	95%	86%	93%
2008	394	89%	*	82%	83%	93%	91%	84%
75th MED GRP-HILL								
2009	313.5	90%	79%	89%	86%	97%	91%	89%
2008	429	87%	78%	78%	88%	95%	86%	87%
90th MED GRP-F.E. WARREN								
2009	80.5	88%	87%	83%	89%	90%	90%	84%
2008	150.5	73%	45%	68%	75%	84%	71%	77%
92nd MED GRP-FAIRCHILD								
2009	198	94%	89%	94%	92%	96%	91%	97%
2008	336.5	88%	74%	80%	84%	95%	88%	88%
95th MED GRP-EDWARDS								
2009	61	83%	65%	85%	84%	*	90%	78%
2008	89	81%	75%	56%	80%	90%	85%	78%
99th MED GRP-O'CALLAGHAN HOSP								
2009	287.5	86%	86%	70%	82%	93%	87%	85%
2008	550	80%	64%	61%	78%	84%	79%	80%
319th MED GRP-GRAND FORKS								
2009	31	95%	82%	*	*	--	98%	91%
2008	43	77%	*	62%	88%	*	76%	77%
341st MED GRP-MALMSTROM								
2009	78	82%	82%	71%	*	88%	91%	71%
2008	119	89%	*	81%	81%	97%	93%	85%
354th MED GRP-EIELSON								
2009	22	86%	85%	*	*	--	*	83%
2008	20	81%	*	*	*	*	*	80%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

	Responses	Total	Active Duty	Proportion Always				
				Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	372	86%	82%	82%	84%	89%	86%	87%
2008	640	87%	89%	74%	81%	91%	88%	86%
366th MED GRP-MOUNTAIN HOME								
2009	21.5	93%	*	*	*	*	*	86%
2008	19	96%	--	*	*	100%	100%	*
377th MED GRP-KIRTLAND								
2009	191	91%	87%	91%	87%	94%	85%	96%
2008	288.5	84%	73%	80%	79%	91%	85%	83%
460th MED GRP-BUCKLEY AFB								
2009	389	91%	86%	88%	90%	92%	89%	93%
2008	624	87%	83%	80%	87%	90%	90%	85%
509th MED GRP-WHITEMAN								
2009	85	84%	98%	88%	78%	85%	76%	90%
2008	97	86%	91%	68%	92%	93%	85%	87%
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	53.5	88%	*	*	84%	91%	94%	80%
2008	82.5	86%	*	*	85%	94%	77%	93%
ALASKA								
2009	60	81%	85%	77%	*	*	80%	87%
2008	60.5	71%	74%	64%	*	*	72%	65%
ARIZONA-EXCLUDING YUMA AREA								
2009	219.5	85%	94%	77%	81%	87%	80%	92%
2008	318.5	89%	*	91%	84%	91%	90%	88%
BASSETT ACH-FT. WAINWRIGHT								
2009	7	*	*	*	--	--	*	*
2008	1	*	--	*	--	--	--	*
BMC BARSTOW								
2009	51.5	72%	73%	67%	64%	79%	69%	73%
2008	59	83%	*	*	90%	83%	88%	80%
BMC KEYPORT								
2009	6	*	--	*	*	*	*	*
2008	30	97%	--	*	*	99%	95%	*
BMC MCAS KANEOHE BAY								
2009	31	92%	*	77%	*	*	85%	100%
2008	44	83%	*	71%	*	100%	79%	86%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

			Proportion Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care
Responses								
Total								
Active Duty								
Active Duty Family Members								
Retirees and Family Members Under 65								
Retirees and Family Members 65+								
Primary Care								
Specialty Care								
BMC MCAS MIRAMAR								
2009	156	85%	85%	82%	87%	85%	88%	81%
2008	311	83%	*	72%	80%	91%	82%	85%
BMC YUMA								
2009	100	81%	89%	64%	100%	86%	76%	87%
2008	125	69%	*	61%	86%	70%	74%	66%
CIV EMP HLTH CLINIC-PUEBLO								
2009	32	79%	*	*	90%	80%	84%	*
2008	42	97%	*	*	*	100%	96%	100%
COLORADO								
2009	165.5	90%	99%	76%	86%	95%	90%	91%
2008	241.5	86%	77%	69%	87%	91%	87%	86%
EVANS ACH-FT. CARSON								
2009	27	91%	*	*	*	*	84%	97%
2008	41	93%	--	*	93%	100%	98%	84%
HAWAII								
2009	44	75%	77%	76%	67%	*	70%	80%
2008	69.5	90%	*	94%	89%	88%	91%	88%
IOWA-EXCLUDING QUAD CITIES								
2009	453.5	90%	94%	79%	91%	94%	88%	93%
2008	524.5	90%	66%	83%	92%	97%	90%	91%
IRWIN ACH-FT. RILEY								
2009	115	88%	90%	91%	82%	89%	90%	84%
2008	95	90%	*	93%	84%	94%	82%	97%
KANSAS								
2009	268.5	92%	83%	84%	82%	98%	90%	94%
2008	329	87%	100%	70%	82%	95%	86%	88%
L. WOOD ACH-FT. LEONARD WOOD								
2009	64	89%	*	80%	88%	94%	92%	86%
2008	99.5	85%	*	58%	85%	91%	89%	73%
MADIGAN AMC-FT. LEWIS								
2009	67	87%	*	87%	82%	90%	91%	83%
2008	134	92%	*	*	93%	93%	89%	95%
MINNESOTA								
2009	643.5	91%	85%	83%	92%	96%	91%	91%
2008	780.5	88%	86%	84%	87%	91%	90%	84%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

			Proportion Always					
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA								
2009	228	92%	85%	86%	94%	93%	92%	91%
2008	300	87%	99%	67%	84%	94%	86%	88%
MONTEREY AHC								
2009	205.5	80%	85%	76%	86%	82%	78%	83%
2008	274.5	84%	90%	73%	94%	86%	84%	84%
MUNSON AHC-FT. LEAVENWORTH								
2009	172.5	90%	89%	88%	85%	100%	90%	91%
2008	212.5	83%	75%	82%	90%	82%	81%	87%
NBHC CORONADO								
2009	26	88%	*	74%	*	*	86%	*
2008	54	86%	*	83%	*	100%	87%	*
NBHC EL CENTRO								
2009	20	77%	*	*	*	*	*	64%
2008	20	77%	*	*	*	*	*	83%
NBHC FALLON								
2009	26	85%	77%	--	93%	*	79%	93%
2008	31	94%	*	*	*	100%	92%	97%
NBHC MCB CAMP H.M. SMITH								
2009	44	91%	80%	88%	*	*	*	91%
2008	73	88%	*	93%	75%	97%	89%	86%
NBHC MCRD SAN DIEGO								
2009	11	94%	*	*	*	*	*	*
2008	98	87%	*	80%	*	88%	88%	86%
NBHC NAS NORTH ISLAND								
2009	2	*	--	*	--	--	--	*
2008	3	*	--	*	--	--	--	*
NBHC NAS POINT MUGU								
2009	74	87%	96%	79%	82%	89%	90%	84%
2008	82.5	95%	*	89%	95%	97%	96%	94%
NBHC NAVSTA SAN DIEGO								
2009	32	74%	*	52%	*	*	68%	82%
2008	53	77%	--	73%	88%	75%	76%	77%
NBHC NAVWPNCEN CHINA LAKE								
2009	14	97%	*	*	*	*	*	*
2008	33	88%	*	*	85%	95%	100%	76%

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

		Proportion Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	5	*	--	*	*	*	*	--
NBHC PORT HUENEME								
2009	110	83%	91%	86%	51%	93%	93%	78%
2008	177.5	85%	89%	71%	87%	90%	88%	83%
NBHC PUGET SOUND								
2009	50	77%	*	85%	86%	70%	80%	75%
2008	98.5	90%	*	100%	70%	97%	93%	85%
NBHC SUBASE BANGOR								
2009	45	95%	*	84%	97%	97%	94%	96%
2008	75	89%	--	85%	83%	94%	88%	90%
NEBRASKA								
2009	248	93%	93%	89%	94%	94%	94%	91%
2008	243.5	91%	89%	90%	92%	91%	91%	90%
NEVADA								
2009	131.5	88%	83%	89%	87%	89%	88%	88%
2008	224.5	91%	88%	83%	90%	94%	90%	92%
NEW MEXICO								
2009	106	77%	85%	70%	72%	80%	80%	72%
2008	138.5	87%	*	77%	85%	90%	83%	94%
NH BREMERTON								
2009	6	*	--	*	*	*	*	*
2008	11	100%	--	*	*	*	*	*
NH CAMP PENDLETON								
2009	243.5	76%	62%	82%	73%	77%	78%	75%
2008	419.5	85%	96%	73%	82%	93%	83%	86%
NH LEMOORE								
2009	125	84%	78%	65%	82%	93%	80%	88%
2008	201.5	82%	*	81%	70%	90%	80%	85%
NH OAK HARBOR								
2009	58	95%	*	85%	93%	100%	99%	90%
2008	107.5	95%	*	96%	99%	94%	93%	98%
NH TWENTYNINE PALMS								
2009	64	80%	*	73%	67%	85%	98%	71%
2008	95.5	87%	*	86%	71%	91%	87%	87%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	13	90%	--	*	*	*	*	*
NHCL EVERETT								
2009	243	91%	89%	88%	87%	95%	89%	92%
2008	376.5	86%	85%	73%	85%	93%	89%	82%
NMC SAN DIEGO								
2009	45	95%	*	85%	*	100%	92%	99%
2008	3	*	--	*	--	*	*	*
NORTH DAKOTA								
2009	157	90%	88%	81%	94%	95%	88%	92%
2008	175.5	85%	88%	73%	88%	91%	84%	89%
NORTHERN CALIFORNIA								
2009	512.5	87%	78%	79%	82%	92%	87%	88%
2008	928	87%	64%	77%	83%	92%	85%	89%
NORTHERN IDAHO								
2009	48.5	92%	*	*	87%	99%	88%	100%
2008	71	94%	--	*	92%	95%	95%	94%
OREGON								
2009	569.5	90%	87%	89%	90%	91%	91%	90%
2008	901.5	92%	93%	81%	91%	94%	92%	90%
R W BLISS AHC-FT. HUACHUCA								
2009	98.5	74%	82%	63%	66%	85%	78%	67%
2008	152.5	83%	63%	65%	72%	97%	83%	82%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	233	89%	81%	76%	89%	94%	89%	88%
2008	387.5	85%	89%	75%	86%	89%	84%	87%
SCHOFIELD BARRACKS AHC								
2009	25	84%	*	73%	*	*	*	76%
2008	29	87%	*	85%	*	*	*	93%
SD E COUNTY PRIMARY CARE CLIN								
2009	157.5	87%	*	75%	79%	96%	83%	90%
2008	264.5	85%	*	82%	85%	87%	80%	93%
SOLDIER FAMILY MED CLIN BIGGS								
2009	46	81%	*	77%	*	77%	93%	69%
2008	79.5	86%	*	62%	85%	90%	89%	82%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	177	92%	91%	93%	93%	92%	90%	95%
2008	196	90%	95%	86%	86%	95%	90%	90%
SOUTHERN CALIFORNIA								
2009	260.5	84%	78%	80%	81%	87%	83%	86%
2008	506.5	86%	80%	72%	82%	92%	85%	88%
SOUTHERN IDAHO								
2009	318	91%	86%	86%	91%	94%	92%	89%
2008	422.5	84%	91%	80%	80%	88%	83%	86%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	1	*	--	--	--	*	*	--
TMC FT. RICHARDSON								
2009	14	62%	*	68%	*	--	81%	*
2008	16	89%	*	*	*	*	97%	*
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	2	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	114	78%	*	62%	91%	84%	72%	86%
2008	212	84%	*	76%	85%	89%	84%	84%
TRICARE OUTPATIENT-CLAIREMONT								
2009	126.5	89%	*	82%	89%	98%	92%	85%
2008	181	81%	--	67%	94%	97%	79%	83%
TRICARE OUTPATIENT-OCEANSIDE								
2009	159	82%	100%	79%	76%	85%	79%	85%
2008	250.5	86%	*	74%	88%	92%	83%	89%
TRIPLER AMC-FT SHAFTER								
2009	110	93%	66%	86%	96%	100%	94%	93%
2008	138.5	83%	*	76%	81%	89%	93%	79%
UTAH								
2009	186.5	85%	71%	83%	83%	88%	85%	86%
2008	210	89%	60%	84%	85%	94%	88%	90%
WASHINGTON								
2009	256	89%	82%	88%	82%	93%	89%	89%
2008	460	88%	81%	82%	84%	93%	85%	93%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Clinician & Group CAHPS Composites

Composite 3 - Office Staff

		Proportion Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	4	*	*	--	--	--	*	--
2008	1	*	*	--	--	--	*	--
WESTERN MISSOURI								
2009	557.5	91%	86%	88%	90%	92%	89%	93%
2008	741	92%	81%	83%	92%	95%	93%	90%
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	111	85%	59%	83%	83%	89%	85%	86%
2008	146.5	87%	*	76%	86%	89%	91%	85%
WYOMING								
2009	41.5	89%	*	*	*	91%	90%	86%
2008	87.5	83%	*	85%	70%	93%	77%	96%
YUMA PROVING GROUND AHC								
2009	1	*	--	--	*	--	*	--
2008	5	*	*	*	*	*	*	*

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	75%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	69%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	78%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	53035	76%	<b>63%</b>	<b>66%</b>	<b>77%</b>	<b>85%</b>	76%	77%
2008	72081	74%	61%	64%	76%	84%	74%	75%
<b>Overall - Direct Care</b>								
2009	20255	<b>60%</b>	<b>60%</b>	<b>55%</b>	<b>62%</b>	71%	<b>57%</b>	<b>65%</b>
2008	21425	59%	59%	54%	63%	72%	55%	65%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	18241	<b>60%</b>	<b>60%</b>	<b>55%</b>	<b>62%</b>	71%	<b>57%</b>	<b>65%</b>
2008	19592	59%	59%	54%	62%	72%	56%	65%
<b>Direct Care - OCONUS</b>								
2009	2014	<b>60%</b>	<b>60%</b>	<b>54%</b>	64%	69%	<b>57%</b>	66%
2008	1833	60%	58%	57%	69%	72%	55%	66%
<b>Overall - Purchased Care</b>								
2009	32780	<b>83%</b>	77%	<b>74%</b>	<b>81%</b>	<b>86%</b>	<b>83%</b>	<b>81%</b>
2008	50656	81%	75%	73%	80%	85%	82%	80%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	9781	<b>82%</b>	78%	<b>75%</b>	<b>81%</b>	<b>86%</b>	<b>83%</b>	<b>81%</b>
2008	15247	81%	73%	74%	80%	84%	81%	80%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	13630	<b>83%</b>	77%	<b>72%</b>	<b>82%</b>	<b>86%</b>	<b>84%</b>	<b>83%</b>
2008	20566	82%	77%	73%	80%	86%	83%	81%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	8939	<b>82%</b>	76%	76%	80%	<b>84%</b>	<b>83%</b>	79%
2008	13972	81%	77%	73%	80%	84%	82%	79%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	430	<b>86%</b>	*	83%	81%	<b>89%</b>	<b>87%</b>	82%
2008	870	82%	--	77%	78%	86%	83%	80%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

			Percent Always						
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF									
	2009	53	69%	81%	66%	*	*	68%	69%
	2008	45	78%	*	78%	69%	96%	69%	89%
5th MED GRP-MINOT									
	2009	17	81%	*	*	--	--	*	80%
	2008	25	93%	*	91%	*	*	*	94%
9th MED GRP-BEALE									
	2009	135	73%	75%	76%	69%	75%	71%	78%
	2008	279	81%	*	64%	79%	83%	85%	76%
10th MED GROUP-USAF ACADEMY CO									
	2009	117	77%	68%	63%	74%	89%	87%	63%
	2008	193	85%	85%	89%	82%	86%	83%	88%
15th MED GRP-HICKAM									
	2009	6	*	*	*	*	--	*	*
	2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON									
	2009	159	73%	79%	66%	71%	75%	78%	70%
	2008	207	79%	*	87%	66%	85%	78%	80%
22nd MED GRP-MCCONNELL									
	2009	100	89%	61%	86%	88%	94%	92%	85%
	2008	159	88%	50%	85%	91%	94%	91%	82%
27th SPEC OPS MED GRP-CANNON									
	2009	22	70%	*	*	*	*	*	66%
	2008	20	69%	*	*	*	*	*	58%
28th MED GRP-ELLSWORTH									
	2009	70	85%	82%	70%	89%	90%	84%	85%
	2008	88	89%	*	81%	92%	93%	91%	87%
30th MED GRP-VANDENBERG									
	2009	66	84%	67%	*	*	85%	85%	83%
	2008	105	80%	67%	56%	87%	85%	79%	81%
49th MED GRP-HOLLOMAN									
	2009	33	73%	*	*	*	67%	65%	83%
	2008	30	73%	*	53%	80%	*	89%	62%
55th MED GRP-OFFUTT									
	2009	172	95%	92%	87%	94%	100%	97%	91%
	2008	266	87%	94%	77%	86%	89%	90%	82%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	400	81%	75%	66%	83%	83%	85%	77%
2008	712	79%	65%	79%	78%	80%	80%	77%
60th MED GRP-TRAVIS								
2009	175	70%	69%	73%	58%	72%	70%	70%
2008	384	79%	83%	72%	76%	81%	77%	84%
61st MED GROUP-LOS ANGELES								
2009	289	76%	78%	61%	80%	79%	78%	74%
2008	513	80%	79%	62%	77%	87%	84%	74%
62nd MED SQUAD-MCCHORD								
2009	142	80%	56%	78%	77%	83%	80%	79%
2008	225	87%	*	65%	81%	94%	89%	82%
75th MED GRP-HILL								
2009	183	78%	70%	74%	68%	90%	82%	74%
2008	243	86%	81%	93%	81%	87%	83%	90%
90th MED GRP-F.E. WARREN								
2009	46	81%	*	63%	76%	90%	88%	67%
2008	88	80%	*	84%	78%	77%	80%	80%
92nd MED GRP-FAIRCHILD								
2009	118	82%	73%	100%	79%	81%	87%	74%
2008	218	81%	*	90%	70%	87%	82%	81%
95th MED GRP-EDWARDS								
2009	39	70%	*	58%	73%	*	85%	62%
2008	58	66%	*	*	29%	85%	85%	52%
99th MED GRP-O'CALLAGHAN HOSP								
2009	192	79%	81%	67%	82%	79%	86%	73%
2008	378	74%	62%	45%	77%	76%	74%	74%
319th MED GRP-GRAND FORKS								
2009	25	91%	93%	*	*	--	100%	79%
2008	24	76%	*	*	*	*	*	71%
341st MED GRP-MALMSTROM								
2009	42	81%	84%	59%	*	*	92%	66%
2008	73	79%	*	*	71%	88%	86%	68%
354th MED GRP-EIELSON								
2009	7	*	*	*	*	--	*	*
2008	7	*	*	*	*	*	*	*

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Total	Active Duty	Percent Always				
				Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	234	84%	70%	69%	79%	89%	86%	81%
2008	421	79%	86%	74%	70%	84%	82%	75%
366th MED GRP-MOUNTAIN HOME								
2009	10	97%	*	*	*	*	*	*
2008	12	100%	--	*	--	*	100%	*
377th MED GRP-KIRTLAND								
2009	122	85%	80%	81%	73%	97%	82%	88%
2008	178	75%	*	81%	74%	76%	74%	75%
460th MED GRP-BUCKLEY AFB								
2009	233	88%	81%	89%	85%	91%	89%	86%
2008	399	84%	57%	82%	83%	88%	87%	79%
509th MED GRP-WHITEMAN								
2009	44	84%	100%	95%	70%	*	81%	88%
2008	54	88%	*	*	87%	85%	90%	86%
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	37	72%	*	*	83%	69%	79%	62%
2008	60	86%	*	*	75%	99%	80%	92%
ALASKA								
2009	31	73%	64%	*	*	*	72%	*
2008	31	89%	*	95%	*	--	89%	*
ARIZONA-EXCLUDING YUMA AREA								
2009	156	81%	51%	76%	72%	84%	77%	89%
2008	204	85%	*	95%	83%	85%	81%	94%
BASSETT ACH-FT. WAINWRIGHT								
2009	1	*	--	*	--	--	--	*
2008	1	*	--	*	--	--	--	*
BMC BARSTOW								
2009	29	71%	*	*	59%	*	81%	58%
2008	46	71%	*	*	88%	75%	64%	77%
BMC KEYPORT								
2009	1	*	--	*	--	--	*	--
2008	21	92%	--	*	*	100%	91%	*
BMC MCAS KANEOHE BAY								
2009	14	83%	*	*	*	*	94%	*
2008	28	86%	*	93%	*	*	80%	95%

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

			Percent Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care
Responses		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	102	75%	53%	72%	87%	72%	76%	73%
2008	197	77%	*	71%	81%	76%	80%	73%
BMC YUMA								
2009	58	69%	72%	67%	90%	61%	55%	88%
2008	64	54%	*	72%	62%	43%	71%	42%
CIV EMP HLTH CLINIC-PUEBLO								
2009	22	88%	*	*	68%	*	91%	*
2008	28	78%	*	*	*	73%	84%	*
COLORADO								
2009	100	94%	66%	89%	87%	100%	95%	92%
2008	153	90%	*	81%	92%	90%	93%	83%
EVANS ACH-FT. CARSON								
2009	13	93%	*	*	*	*	91%	*
2008	23	71%	--	*	*	70%	66%	*
HAWAII								
2009	31	68%	*	82%	*	*	78%	55%
2008	46	77%	*	*	78%	75%	73%	84%
IOWA-EXCLUDING QUAD CITIES								
2009	285	87%	89%	83%	88%	87%	87%	86%
2008	347	89%	85%	91%	86%	90%	89%	89%
IRWIN ACH-FT. RILEY								
2009	72	86%	59%	97%	70%	100%	89%	81%
2008	64	85%	*	74%	98%	100%	95%	73%
KANSAS								
2009	162	90%	73%	92%	84%	94%	91%	88%
2008	208	90%	98%	86%	91%	91%	91%	88%
L. WOOD ACH-FT. LEONARD WOOD								
2009	42	81%	*	61%	92%	79%	92%	69%
2008	66	96%	*	*	97%	96%	97%	*
MADIGAN AMC-FT. LEWIS								
2009	35	71%	*	*	76%	73%	58%	91%
2008	84	79%	*	*	84%	79%	80%	77%
MINNESOTA								
2009	387	89%	82%	88%	90%	91%	89%	90%
2008	497	88%	84%	79%	88%	92%	89%	85%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA								
2009	144	90%	72%	91%	90%	91%	90%	89%
2008	178	87%	98%	88%	88%	85%	88%	84%
MONTEREY AHC								
2009	119	84%	73%	80%	100%	85%	87%	80%
2008	169	81%	93%	69%	80%	85%	76%	89%
MUNSON AHC-FT. LEAVENWORTH								
2009	95	80%	82%	78%	72%	93%	79%	82%
2008	127	72%	52%	69%	77%	74%	72%	73%
NBHC CORONADO								
2009	14	78%	--	*	*	*	72%	*
2008	36	79%	--	65%	*	96%	78%	*
NBHC EL CENTRO								
2009	12	72%	*	*	--	*	*	*
2008	13	79%	--	*	*	*	*	*
NBHC FALLON								
2009	19	81%	*	--	*	*	80%	*
2008	24	94%	*	*	*	94%	91%	*
NBHC MCB CAMP H.M. SMITH								
2009	12	81%	*	*	*	*	*	*
2008	38	84%	--	*	84%	94%	82%	89%
NBHC MCRD SAN DIEGO								
2009	5	*	--	*	*	*	*	*
2008	54	77%	*	45%	*	86%	76%	80%
NBHC NAS NORTH ISLAND								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NBHC NAS POINT MUGU								
2009	48	66%	*	*	*	65%	69%	64%
2008	48	81%	*	*	82%	83%	75%	90%
NBHC NAVSTA SAN DIEGO								
2009	19	62%	*	*	*	*	42%	*
2008	34	57%	--	47%	*	63%	64%	50%
NBHC NAVWPNCEN CHINA LAKE								
2009	8	*	*	*	*	--	*	*
2008	20	75%	*	*	*	*	90%	*

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	2	*	--	--	*	*	*	--
NBHC PORT HUENEME								
2009	66	67%	75%	45%	55%	76%	86%	54%
2008	126	76%	85%	65%	86%	75%	87%	69%
NBHC PUGET SOUND								
2009	28	59%	*	*	*	*	54%	62%
2008	62	84%	*	*	64%	91%	88%	77%
NBHC SUBASE BANGOR								
2009	27	87%	*	*	88%	*	97%	*
2008	41	86%	--	*	56%	100%	95%	66%
NEBRASKA								
2009	148	87%	93%	82%	87%	89%	90%	81%
2008	161	90%	93%	92%	95%	87%	92%	80%
NEVADA								
2009	83	80%	81%	74%	73%	86%	80%	81%
2008	142	78%	*	60%	77%	82%	74%	84%
NEW MEXICO								
2009	83	79%	41%	82%	58%	88%	79%	77%
2008	84	83%	*	*	88%	78%	78%	95%
NH BREMERTON								
2009	2	*	--	--	*	*	*	*
2008	5	*	--	--	--	*	*	--
NH CAMP PENDLETON								
2009	154	73%	54%	70%	68%	81%	75%	71%
2008	263	77%	*	58%	78%	84%	80%	72%
NH LEMOORE								
2009	80	77%	82%	83%	72%	77%	81%	73%
2008	131	69%	*	64%	59%	75%	69%	69%
NH OAK HARBOR								
2009	38	84%	*	*	95%	83%	84%	83%
2008	69	91%	*	*	98%	90%	92%	88%
NH TWENTYNINE PALMS								
2009	40	62%	*	*	49%	65%	73%	56%
2008	51	77%	*	*	58%	81%	81%	75%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	7	*	--	*	*	*	*	*
NHCL EVERETT								
2009	144	84%	86%	79%	86%	86%	<b>89%</b>	79%
2008	234	85%	90%	67%	86%	92%	88%	81%
NMC SAN DIEGO								
2009	27	83%	*	63%	*	*	83%	*
2008	1	*	--	--	--	*	*	--
NORTH DAKOTA								
2009	93	86%	80%	81%	93%	90%	86%	87%
2008	104	88%	62%	87%	93%	93%	94%	74%
NORTHERN CALIFORNIA								
2009	328	<b>84%</b>	72%	78%	75%	<b>89%</b>	<b>84%</b>	83%
2008	594	76%	69%	69%	75%	78%	76%	76%
NORTHERN IDAHO								
2009	30	87%	*	*	63%	100%	84%	*
2008	47	96%	--	*	98%	95%	98%	93%
OREGON								
2009	359	<b>84%</b>	81%	72%	<b>87%</b>	<b>86%</b>	<b>84%</b>	<b>86%</b>
2008	595	87%	78%	72%	86%	91%	89%	82%
R W BLISS AHC-FT. HUACHUCA								
2009	68	74%	*	73%	70%	80%	83%	56%
2008	99	82%	*	*	68%	90%	83%	80%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	132	<b>86%</b>	75%	83%	<b>89%</b>	87%	<b>91%</b>	79%
2008	240	80%	*	66%	75%	88%	80%	80%
SCHOFIELD BARRACKS AHC								
2009	9	*	*	*	*	*	*	*
2008	12	74%	--	*	*	*	*	*
SD E COUNTY PRIMARY CARE CLIN								
2009	93	84%	*	73%	72%	<b>92%</b>	80%	<b>90%</b>
2008	156	77%	*	55%	80%	81%	77%	77%
SOLDIER FAMILY MED CLIN BIGGS								
2009	21	49%	*	*	*	*	61%	*
2008	58	74%	*	*	100%	72%	69%	88%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Percent Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	123	91%	90%	88%	100%	89%	92%	88%
2008	133	88%	80%	85%	89%	89%	91%	81%
SOUTHERN CALIFORNIA								
2009	184	77%	77%	74%	69%	81%	74%	81%
2008	350	75%	75%	57%	78%	75%	70%	82%
SOUTHERN IDAHO								
2009	187	84%	84%	81%	86%	83%	84%	82%
2008	257	85%	95%	83%	90%	80%	83%	88%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	2	*	*	*	--	--	*	--
2008	9	*	*	*	*	*	*	*
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	2	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	60	68%	*	62%	78%	67%	65%	75%
2008	137	75%	--	65%	89%	73%	76%	73%
TRICARE OUTPATIENT-CLAIREMONT								
2009	67	89%	--	77%	100%	91%	85%	95%
2008	103	87%	--	81%	82%	96%	90%	83%
TRICARE OUTPATIENT-OCEANSIDE								
2009	93	83%	*	84%	88%	82%	83%	83%
2008	164	80%	*	81%	85%	79%	76%	89%
TRIPLER AMC-FT SHAFTER								
2009	67	80%	*	79%	84%	76%	77%	83%
2008	63	90%	*	86%	83%	97%	97%	83%
UTAH								
2009	105	88%	70%	95%	87%	87%	88%	88%
2008	116	83%	*	74%	87%	86%	83%	85%
WASHINGTON								
2009	155	83%	61%	90%	85%	84%	84%	81%
2008	302	84%	*	88%	90%	78%	83%	85%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Percent Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	2	*	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI								
2009	404	85%	83%	84%	83%	85%	83%	88%
2008	535	86%	72%	92%	83%	89%	88%	84%
WESTERN TEXAS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	69	87%	*	93%	76%	91%	87%	86%
2008	89	84%	--	*	86%	85%	85%	83%
WYOMING								
2009	26	93%	*	*	*	100%	92%	*
2008	62	87%	*	91%	80%	91%	82%	100%
YUMA PROVING GROUND AHC								
2009	1	*	--	--	*	--	*	--
2008	3	*	--	*	*	*	*	--

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

	Responses	Total	Proportion Agree					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	78866.6	57%	37%	43%	55%	75%	58%	56%
2008	99134.8	53%	34%	39%	52%	73%	54%	51%
<b>Overall - Direct Care</b>								
2009	34263.8	43%	36%	39%	53%	74%	44%	43%
2008	32669.8	41%	33%	37%	52%	73%	41%	41%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	30839.6	44%	36%	39%	54%	75%	44%	43%
2008	29746.2	41%	33%	36%	52%	74%	41%	41%
<b>Direct Care - OCONUS</b>								
2009	3424.2	41%	38%	39%	47%	66%	40%	43%
2008	2923.6	40%	36%	38%	48%	65%	40%	40%
<b>Overall - Purchased Care</b>								
2009	44602.8	63%	40%	46%	55%	75%	65%	61%
2008	66465	59%	36%	42%	51%	73%	62%	56%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	13369.6	61%	37%	43%	53%	75%	63%	59%
2008	20207.2	57%	36%	40%	49%	72%	60%	53%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	18201	64%	41%	48%	57%	75%	66%	62%
2008	26672.2	60%	37%	43%	53%	73%	63%	58%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	12546.6	63%	41%	48%	54%	75%	64%	61%
2008	18681.8	60%	35%	42%	52%	73%	62%	57%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	484.8	74%	*	41%	69%	83%	73%	76%
2008	902.4	71%	--	45%	62%	81%	70%	73%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

	Responses	Proportion Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	86	45%	45%	40%	54%	*	40%	49%
2008	73	46%	*	29%	52%	70%	49%	44%
5th MED GRP-MINOT								
2009	36.2	50%	51%	38%	*	*	45%	51%
2008	38.8	37%	*	28%	38%	*	30%	43%
9th MED GRP-BEALE								
2009	183	65%	26%	42%	47%	77%	63%	66%
2008	378.4	66%	*	44%	53%	75%	68%	64%
10th MED GROUP-USAF ACADEMY CO								
2009	180	50%	38%	45%	46%	56%	55%	46%
2008	297.6	55%	17%	43%	50%	65%	56%	56%
15th MED GRP-HICKAM								
2009	14	41%	*	34%	*	--	*	44%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	219.2	63%	28%	39%	57%	73%	68%	60%
2008	279	59%	48%	38%	54%	65%	62%	56%
22nd MED GRP-MCCONNELL								
2009	130.8	65%	41%	51%	55%	82%	65%	65%
2008	194.8	53%	28%	43%	54%	69%	59%	48%
27th SPEC OPS MED GRP-CANNON								
2009	26.2	52%	45%	*	*	*	*	32%
2008	35.4	46%	*	*	44%	*	50%	44%
28th MED GRP-ELLSWORTH								
2009	100.8	51%	33%	38%	57%	60%	46%	53%
2008	129	51%	52%	46%	38%	64%	51%	52%
30th MED GRP-VANDENBERG								
2009	101.2	60%	41%	17%	48%	73%	70%	51%
2008	151.8	57%	43%	41%	33%	78%	67%	52%
49th MED GRP-HOLLOMAN								
2009	49.4	54%	62%	34%	47%	76%	63%	47%
2008	56	45%	*	17%	41%	80%	64%	35%
55th MED GRP-OFFUTT								
2009	258.2	55%	26%	49%	49%	72%	59%	52%
2008	332.6	56%	39%	37%	48%	79%	62%	51%

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

	Responses	Proportion Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	531	71%	46%	51%	65%	79%	72%	70%
2008	916.2	61%	23%	45%	55%	71%	64%	58%
60th MED GRP-TRAVIS								
2009	255	65%	30%	48%	51%	76%	65%	65%
2008	494.4	62%	38%	38%	51%	73%	66%	59%
61st MED GROUP-LOS ANGELES								
2009	375.6	69%	47%	56%	57%	80%	69%	68%
2008	666	65%	26%	50%	64%	74%	67%	63%
62nd MED SQUAD-MCCHORD								
2009	215.2	59%	31%	44%	49%	72%	62%	55%
2008	335	58%	*	38%	43%	69%	61%	54%
75th MED GRP-HILL								
2009	273.2	58%	38%	47%	47%	74%	59%	57%
2008	365.2	59%	53%	50%	51%	73%	62%	56%
90th MED GRP-F.E. WARREN								
2009	75	54%	40%	41%	50%	65%	60%	46%
2008	131	48%	29%	30%	41%	70%	52%	44%
92nd MED GRP-FAIRCHILD								
2009	183.8	62%	44%	47%	54%	74%	65%	60%
2008	288.2	59%	28%	38%	50%	72%	64%	52%
95th MED GRP-EDWARDS								
2009	53	72%	45%	62%	76%	*	81%	66%
2008	78	61%	*	47%	63%	76%	64%	60%
99th MED GRP-O'CALLAGHAN HOSP								
2009	247.2	61%	49%	33%	56%	73%	61%	61%
2008	461	60%	23%	36%	54%	70%	61%	60%
319th MED GRP-GRAND FORKS								
2009	27.8	48%	48%	*	*	--	46%	52%
2008	43.2	37%	*	27%	44%	*	39%	36%
341st MED GRP-MALMSTROM								
2009	72.8	65%	35%	55%	57%	*	71%	59%
2008	108.6	55%	33%	36%	41%	77%	59%	51%
354th MED GRP-EIELSON								
2009	20.8	57%	46%	*	*	--	*	45%
2008	20.2	43%	*	*	*	*	*	44%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN									
2009		339.4	63%	31%	45%	47%	76%	62%	64%
2008		529.8	61%	39%	38%	49%	77%	67%	56%
366th MED GRP-MOUNTAIN HOME									
2009		20.2	53%	*	*	*	*	*	57%
2008		17	48%	--	*	*	*	*	*
377th MED GRP-KIRTLAND									
2009		173.6	55%	22%	56%	42%	74%	54%	57%
2008		244	56%	34%	51%	46%	70%	58%	54%
460th MED GRP-BUCKLEY AFB									
2009		333.8	65%	41%	50%	62%	71%	65%	63%
2008		549	60%	44%	37%	58%	69%	64%	55%
509th MED GRP-WHITEMAN									
2009		73	52%	30%	41%	60%	*	49%	55%
2008		83	65%	*	58%	57%	82%	76%	57%
AHC MCAFEE-WHITE SANDS MSL RAN									
2009		45.2	60%	*	*	54%	69%	57%	65%
2008		70.6	64%	*	*	46%	81%	67%	62%
ALASKA									
2009		48	49%	36%	40%	*	*	52%	31%
2008		49.4	44%	*	42%	*	*	44%	42%
ARIZONA-EXCLUDING YUMA AREA									
2009		188	64%	37%	41%	47%	73%	63%	65%
2008		264	65%	*	43%	51%	75%	63%	67%
BASSETT ACH-FT. WAINWRIGHT									
2009		6.2	*	*	*	--	--	*	*
2008		1	*	--	*	--	--	--	*
BMC BARSTOW									
2009		48.2	67%	38%	60%	54%	82%	69%	67%
2008		50.4	65%	*	33%	56%	73%	64%	65%
BMC KEYPORT									
2009		5.2	*	--	*	*	*	*	*
2008		28	59%	--	*	*	70%	60%	*
BMC MCAS KANEOHE BAY									
2009		24.6	66%	*	62%	*	*	60%	69%
2008		34	55%	*	42%	*	81%	49%	60%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Proportion Agree						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
BMC MCAS MIRAMAR								
2009	137	62%	45%	60%	52%	75%	66%	57%
2008	269.8	63%	*	38%	59%	78%	61%	63%
BMC YUMA								
2009	91.4	64%	25%	39%	73%	76%	59%	68%
2008	106	54%	*	44%	47%	58%	52%	56%
CIV EMP HLTH CLINIC-PUEBLO								
2009	24.2	62%	*	*	*	62%	68%	*
2008	36.6	62%	*	*	*	78%	67%	56%
COLORADO								
2009	139.8	64%	36%	56%	57%	72%	65%	62%
2008	198.8	55%	39%	30%	53%	70%	56%	53%
EVANS ACH-FT. CARSON								
2009	21.8	59%	*	*	*	*	*	64%
2008	36.6	65%	--	*	59%	80%	76%	55%
HAWAII								
2009	39.8	54%	25%	53%	*	*	44%	63%
2008	59.2	68%	*	56%	65%	72%	66%	70%
IOWA-EXCLUDING QUAD CITIES								
2009	380.6	65%	53%	55%	54%	77%	63%	66%
2008	429	67%	35%	55%	59%	80%	67%	68%
IRWIN ACH-FT. RILEY								
2009	104.8	54%	36%	43%	45%	84%	58%	49%
2008	84.6	50%	*	38%	47%	79%	48%	53%
KANSAS								
2009	231.8	65%	47%	54%	57%	73%	64%	67%
2008	276.6	61%	41%	54%	53%	71%	65%	55%
L. WOOD ACH-FT. LEONARD WOOD								
2009	54.6	46%	*	37%	41%	60%	47%	45%
2008	84	53%	*	21%	56%	58%	60%	44%
MADIGAN AMC-FT. LEWIS								
2009	63.4	50%	*	33%	47%	58%	50%	51%
2008	109.6	53%	*	*	42%	65%	52%	56%
MINNESOTA								
2009	542.8	65%	46%	44%	57%	81%	64%	65%
2008	666.2	59%	35%	46%	50%	73%	61%	56%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

	Responses	Proportion Agree							
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
MONTANA									
2009	193.2	68%	48%	50%	57%	77%	69%	65%	
2008	248.2	60%	50%	44%	50%	75%	60%	61%	
MONTEREY AHC									
2009	169.6	55%	37%	37%	51%	73%	55%	55%	
2008	236	56%	36%	42%	60%	68%	55%	58%	
MUNSON AHC-FT. LEAVENWORTH									
2009	153.8	60%	53%	45%	63%	82%	58%	62%	
2008	182.4	56%	33%	36%	53%	72%	60%	51%	
NBHC CORONADO									
2009	21.4	66%	*	37%	*	*	60%	*	
2008	47.6	57%	*	54%	*	72%	59%	*	
NBHC EL CENTRO									
2009	18.8	70%	*	*	*	*	*	61%	
2008	17.2	79%	*	*	*	*	*	*	
NBHC FALLON									
2009	25.2	57%	45%	*	*	*	50%	65%	
2008	29.4	63%	*	*	*	*	71%	54%	
NBHC MCB CAMP H.M. SMITH									
2009	36.8	56%	*	30%	*	*	*	54%	
2008	58	42%	*	33%	31%	58%	38%	48%	
NBHC MCRD SAN DIEGO									
2009	9.8	*	*	*	*	*	*	*	
2008	80.4	70%	*	48%	*	85%	69%	70%	
NBHC NAS NORTH ISLAND									
2009	3	*	--	*	--	--	--	*	
2008	3	*	--	*	--	--	--	*	
NBHC NAS POINT MUGU									
2009	64	63%	43%	23%	51%	78%	71%	58%	
2008	68.4	63%	*	45%	35%	84%	68%	58%	
NBHC NAVSTA SAN DIEGO									
2009	28.2	71%	*	61%	*	*	76%	67%	
2008	47	67%	--	58%	*	76%	66%	68%	
NBHC NAVWPNCEN CHINA LAKE									
2009	12.4	65%	*	*	*	*	*	*	
2008	24.4	39%	*	*	*	*	65%	22%	

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Proportion Agree						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	4.2	*	--	*	*	*	*	--
NBHC PORT HUENEME								
2009	96.8	59%	32%	40%	50%	80%	69%	54%
2008	149.4	62%	32%	41%	73%	73%	63%	61%
NBHC PUGET SOUND								
2009	43.4	48%	*	36%	37%	63%	58%	42%
2008	82.6	53%	*	52%	26%	70%	59%	48%
NBHC SUBASE BANGOR								
2009	37	63%	*	*	60%	70%	64%	63%
2008	64	58%	--	56%	50%	68%	68%	48%
NEBRASKA								
2009	197.4	66%	65%	51%	49%	79%	65%	68%
2008	204.4	65%	62%	51%	55%	75%	65%	65%
NEVADA								
2009	116.6	63%	41%	64%	50%	71%	69%	58%
2008	200.6	67%	48%	53%	52%	83%	71%	63%
NEW MEXICO								
2009	84.2	64%	29%	47%	46%	77%	63%	65%
2008	115	58%	*	41%	45%	68%	59%	55%
NH BREMERTON								
2009	5	*	--	*	*	*	*	*
2008	9	*	--	*	*	*	*	*
NH CAMP PENDLETON								
2009	213.8	65%	36%	57%	61%	75%	66%	63%
2008	362.4	62%	32%	47%	55%	75%	64%	59%
NH LEMOORE								
2009	107.8	69%	33%	54%	60%	85%	71%	66%
2008	172.6	62%	*	46%	62%	68%	63%	61%
NH OAK HARBOR								
2009	51.2	55%	*	35%	42%	73%	50%	60%
2008	87.2	51%	*	23%	50%	64%	54%	47%
NH TWENTYNINE PALMS								
2009	56.8	57%	*	37%	48%	68%	63%	55%
2008	77.4	63%	*	38%	47%	75%	73%	57%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

	Responses	Proportion Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	14.6	36%	*	*	*	*	*	29%
NHCL EVERETT								
2009	226.8	59%	35%	52%	43%	77%	62%	56%
2008	336	56%	32%	33%	46%	74%	60%	51%
NMC SAN DIEGO								
2009	38.4	65%	*	57%	*	76%	66%	64%
2008	2.4	*	--	*	--	*	*	*
NORTH DAKOTA								
2009	136	64%	42%	53%	47%	87%	67%	59%
2008	147.4	64%	43%	34%	61%	84%	65%	63%
NORTHERN CALIFORNIA								
2009	440.2	68%	43%	50%	57%	77%	68%	68%
2008	789.6	67%	45%	46%	55%	78%	69%	64%
NORTHERN IDAHO								
2009	43.2	62%	*	*	54%	74%	63%	62%
2008	64.2	63%	--	*	42%	75%	65%	62%
OREGON								
2009	479.6	62%	42%	47%	53%	70%	60%	64%
2008	761.8	63%	43%	47%	53%	76%	65%	61%
R W BLISS AHC-FT. HUACHUCA								
2009	86.2	46%	20%	31%	41%	65%	55%	34%
2008	125.2	58%	*	34%	45%	74%	61%	55%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	196.8	67%	42%	45%	60%	84%	68%	66%
2008	331.2	61%	35%	43%	55%	79%	64%	59%
SCHOFIELD BARRACKS AHC								
2009	24.6	43%	*	38%	*	*	*	38%
2008	24.8	56%	*	*	*	*	*	62%
SD E COUNTY PRIMARY CARE CLIN								
2009	134	69%	*	52%	63%	79%	71%	66%
2008	223.2	64%	*	41%	55%	76%	61%	67%
SOLDIER FAMILY MED CLIN BIGGS								
2009	43.4	46%	*	50%	*	*	49%	44%
2008	67.2	55%	*	26%	67%	57%	54%	58%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

	Responses	Proportion Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	147.6	68%	58%	59%	60%	77%	66%	70%
2008	166	53%	35%	41%	46%	65%	54%	51%
SOUTHERN CALIFORNIA								
2009	219	69%	55%	58%	63%	76%	68%	70%
2008	436.2	68%	35%	55%	63%	76%	70%	66%
SOUTHERN IDAHO								
2009	271.2	57%	34%	51%	52%	68%	61%	52%
2008	355.6	52%	26%	32%	49%	66%	53%	50%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	1	*	--	--	--	*	*	--
TMC FT. RICHARDSON								
2009	12.6	17%	*	*	*	--	27%	*
2008	14.2	51%	*	*	*	*	46%	*
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	1.8	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	96.8	62%	*	45%	62%	68%	66%	57%
2008	186.2	65%	*	50%	57%	78%	67%	60%
TRICARE OUTPATIENT-CLAIREMONT								
2009	109.2	66%	*	52%	65%	82%	65%	68%
2008	155.4	52%	--	40%	54%	60%	53%	51%
TRICARE OUTPATIENT-OCEANSIDE								
2009	144	64%	*	46%	52%	79%	65%	62%
2008	216.8	56%	*	35%	45%	75%	56%	57%
TRIPLER AMC-FT SHAFTER								
2009	96	62%	43%	43%	50%	95%	64%	62%
2008	117.8	46%	*	33%	43%	64%	60%	41%
UTAH								
2009	153.6	70%	48%	57%	53%	82%	67%	74%
2008	170.8	65%	45%	53%	46%	72%	66%	65%
WASHINGTON								
2009	227.2	60%	39%	55%	53%	68%	59%	62%
2008	379.2	53%	28%	38%	41%	70%	53%	54%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Proportion Agree						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	5	*	*	--	--	--	*	--
2008	1	*	*	--	--	--	*	--
WESTERN MISSOURI								
2009	458.4	67%	46%	53%	58%	76%	70%	63%
2008	601.4	60%	37%	47%	50%	71%	62%	58%
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	94.4	63%	54%	60%	64%	67%	72%	52%
2008	123	68%	*	31%	56%	79%	69%	68%
WYOMING								
2009	33.2	62%	*	*	*	74%	59%	69%
2008	71.6	61%	*	47%	50%	79%	56%	72%
YUMA PROVING GROUND AHC								
2009	3.2	*	--	--	*	*	*	--
2008	5.8	*	*	*	*	*	*	*



## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Total	Percent Top 2 Box					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	53%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	44%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	58%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	97372	<b>50%</b>	<b>27%</b>	<b>38%</b>	51%	<b>72%</b>	52%	<b>48%</b>
2008	120459	46%	24%	34%	47%	70%	48%	43%
<b>Overall - Direct Care</b>								
2009	42539	<b>33%</b>	<b>26%</b>	<b>31%</b>	<b>47%</b>	<b>69%</b>	<b>33%</b>	<b>32%</b>
2008	40303	30%	24%	28%	44%	68%	30%	31%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	38156	<b>33%</b>	<b>26%</b>	<b>31%</b>	<b>47%</b>	<b>70%</b>	<b>34%</b>	<b>32%</b>
2008	36572	30%	23%	28%	44%	68%	30%	31%
<b>Direct Care - OCONUS</b>								
2009	4383	<b>31%</b>	<b>27%</b>	<b>30%</b>	42%	<b>63%</b>	<b>31%</b>	<b>32%</b>
2008	3731	30%	26%	30%	45%	61%	30%	30%
<b>Overall - Purchased Care</b>								
2009	54833	<b>60%</b>	<b>32%</b>	<b>45%</b>	<b>53%</b>	<b>72%</b>	<b>63%</b>	57%
2008	80156	56%	27%	39%	48%	70%	60%	51%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	16443	59%	<b>31%</b>	<b>43%</b>	<b>52%</b>	<b>72%</b>	<b>63%</b>	<b>55%</b>
2008	24438	54%	28%	38%	46%	70%	58%	48%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	22226	<b>61%</b>	<b>32%</b>	<b>45%</b>	<b>53%</b>	<b>72%</b>	<b>64%</b>	58%
2008	31934	57%	27%	40%	49%	70%	61%	52%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	15494	59%	<b>33%</b>	<b>46%</b>	<b>52%</b>	<b>72%</b>	<b>62%</b>	56%
2008	22534	56%	27%	40%	48%	70%	61%	51%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	669	<b>72%</b>	*	<b>47%</b>	<b>65%</b>	<b>81%</b>	<b>73%</b>	<b>70%</b>
2008	1249	69%	--	44%	61%	79%	69%	70%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 2 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	108	41%	13%	30%	57%	*	35%	43%
2008	86	41%	*	27%	50%	79%	48%	37%
5th MED GRP-MINOT								
2009	44	36%	37%	31%	*	*	33%	37%
2008	49	25%	20%	26%	23%	*	17%	30%
9th MED GRP-BEALE								
2009	224	64%	30%	31%	43%	83%	65%	63%
2008	452	57%	44%	38%	43%	67%	60%	55%
10th MED GROUP-USAF ACADEMY CO								
2009	220	46%	34%	40%	43%	55%	54%	40%
2008	363	54%	4%	38%	52%	65%	59%	51%
15th MED GRP-HICKAM								
2009	17	27%	*	19%	*	--	*	23%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	266	57%	23%	34%	54%	68%	66%	53%
2008	339	55%	35%	24%	52%	62%	60%	51%
22nd MED GRP-MCCONNELL								
2009	162	61%	22%	55%	55%	73%	67%	55%
2008	241	47%	15%	36%	44%	73%	55%	39%
27th SPEC OPS MED GRP-CANNON								
2009	32	52%	34%	*	*	*	72%	36%
2008	42	28%	*	19%	31%	*	29%	27%
28th MED GRP-ELLSWORTH								
2009	123	41%	19%	25%	57%	48%	41%	41%
2008	155	54%	36%	43%	42%	82%	60%	50%
30th MED GRP-VANDENBERG								
2009	122	57%	23%	16%	36%	72%	64%	51%
2008	179	55%	29%	36%	37%	77%	67%	47%
49th MED GRP-HOLLOMAN								
2009	63	49%	39%	29%	57%	62%	49%	48%
2008	69	29%	*	5%	37%	77%	50%	18%
55th MED GRP-OFFUTT								
2009	315	57%	19%	46%	54%	74%	61%	53%
2008	401	49%	10%	29%	45%	72%	62%	37%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
	Responses	Total						
56th MED GRP-LUKE								
2009	650	66%	35%	42%	59%	77%	69%	65%
2008	1099	58%	17%	41%	52%	68%	64%	53%
60th MED GRP-TRAVIS								
2009	315	62%	24%	49%	48%	72%	61%	63%
2008	591	62%	40%	35%	48%	77%	68%	56%
61st MED GROUP-LOS ANGELES								
2009	461	69%	39%	57%	59%	80%	74%	65%
2008	800	61%	21%	45%	58%	73%	66%	56%
62nd MED SQUAD-MCCHORD								
2009	264	56%	25%	38%	49%	69%	61%	50%
2008	395	54%	*	33%	37%	71%	59%	48%
75th MED GRP-HILL								
2009	346	54%	27%	46%	47%	69%	59%	50%
2008	448	52%	39%	45%	42%	68%	58%	46%
90th MED GRP-F.E. WARREN								
2009	94	52%	30%	50%	51%	59%	60%	42%
2008	159	41%	36%	24%	38%	58%	45%	35%
92nd MED GRP-FAIRCHILD								
2009	218	60%	41%	41%	52%	73%	60%	60%
2008	339	54%	7%	40%	50%	67%	63%	45%
95th MED GRP-EDWARDS								
2009	65	67%	35%	45%	74%	*	82%	57%
2008	95	46%	0%	23%	51%	65%	50%	44%
99th MED GRP-O'CALLAGHAN HOSP								
2009	300	56%	28%	29%	49%	70%	54%	57%
2008	549	57%	16%	25%	51%	67%	60%	54%
319th MED GRP-GRAND FORKS								
2009	36	47%	39%	25%	*	--	71%	25%
2008	52	28%	30%	17%	33%	*	46%	20%
341st MED GRP-MALMSTROM								
2009	89	55%	21%	51%	54%	79%	64%	46%
2008	128	49%	25%	33%	40%	75%	62%	38%
354th MED GRP-EIELSON								
2009	25	44%	40%	*	*	--	*	28%
2008	24	40%	*	*	*	*	*	44%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 2 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	408	58%	23%	41%	40%	73%	61%	56%
2008	645	56%	29%	33%	39%	73%	66%	47%
366th MED GRP-MOUNTAIN HOME								
2009	25	45%	*	*	*	*	54%	37%
2008	20	38%	--	16%	*	*	40%	*
377th MED GRP-KIRTLAND								
2009	213	50%	15%	57%	34%	67%	47%	52%
2008	290	54%	17%	46%	42%	71%	57%	51%
460th MED GRP-BUCKLEY AFB								
2009	419	61%	34%	48%	61%	68%	66%	54%
2008	665	59%	23%	38%	57%	71%	65%	51%
509th MED GRP-WHITEMAN								
2009	90	42%	27%	21%	58%	52%	39%	45%
2008	102	59%	25%	49%	54%	82%	78%	48%
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	55	59%	*	*	62%	62%	61%	57%
2008	85	55%	*	*	42%	70%	52%	58%
ALASKA								
2009	61	46%	34%	49%	*	*	51%	26%
2008	62	45%	10%	48%	*	*	49%	27%
ARIZONA-EXCLUDING YUMA AREA								
2009	229	63%	32%	39%	46%	71%	61%	64%
2008	323	59%	*	49%	43%	69%	57%	61%
BASSETT ACH-FT. WAINWRIGHT								
2009	8	*	*	*	--	--	*	*
2008	1	*	--	*	--	--	--	*
BMC BARSTOW								
2009	58	64%	39%	69%	49%	77%	72%	60%
2008	62	61%	*	30%	47%	81%	64%	59%
BMC KEYPORT								
2009	6	*	--	*	*	*	*	*
2008	34	56%	--	*	*	73%	60%	*
BMC MCAS KANEOHE BAY								
2009	30	57%	*	57%	*	*	67%	50%
2008	39	46%	*	30%	*	78%	43%	48%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box						
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
<b>BMC MCAS MIRAMAR</b>								
2009	170	52%	29%	53%	<b>37%</b>	66%	56%	48%
2008	322	58%	*	33%	51%	76%	57%	59%
<b>BMC YUMA</b>								
2009	112	52%	8%	<b>39%</b>	69%	60%	52%	52%
2008	129	45%	*	48%	29%	51%	42%	48%
<b>CIV EMP HLTH CLINIC-PUEBLO</b>								
2009	28	54%	*	*	52%	60%	60%	*
2008	45	61%	*	*	*	67%	59%	63%
<b>COLORADO</b>								
2009	170	66%	<b>23%</b>	50%	48%	<b>86%</b>	<b>71%</b>	60%
2008	242	52%	12%	28%	46%	70%	57%	47%
<b>EVANS ACH-FT. CARSON</b>								
2009	27	54%	*	*	*	*	47%	59%
2008	43	52%	--	29%	54%	60%	59%	42%
<b>HAWAII</b>								
2009	50	44%	28%	37%	24%	*	34%	52%
2008	71	64%	*	72%	65%	59%	62%	68%
<b>IOWA-EXCLUDING QUAD CITIES</b>								
2009	485	<b>65%</b>	50%	58%	52%	<b>77%</b>	63%	<b>66%</b>
2008	538	65%	37%	61%	57%	80%	66%	64%
<b>IRWIN ACH-FT. RILEY</b>								
2009	127	52%	<b>27%</b>	<b>42%</b>	49%	79%	64%	<b>38%</b>
2008	102	44%	*	28%	43%	86%	48%	41%
<b>KANSAS</b>								
2009	279	<b>66%</b>	<b>41%</b>	54%	55%	<b>77%</b>	62%	<b>70%</b>
2008	335	63%	37%	54%	47%	78%	66%	58%
<b>L. WOOD ACH-FT. LEONARD WOOD</b>								
2009	66	<b>32%</b>	*	26%	22%	44%	48%	<b>19%</b>
2008	99	44%	*	15%	52%	46%	52%	28%
<b>MADIGAN AMC-FT. LEWIS</b>								
2009	76	<b>44%</b>	*	37%	42%	49%	52%	<b>37%</b>
2008	128	52%	*	*	42%	64%	55%	49%
<b>MINNESOTA</b>								
2009	692	<b>65%</b>	<b>45%</b>	50%	61%	<b>77%</b>	<b>64%</b>	<b>67%</b>
2008	823	57%	29%	46%	50%	73%	60%	52%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box						
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA								
2009	247	62%	54%	49%	56%	69%	66%	56%
2008	306	57%	50%	36%	49%	70%	59%	54%
MONTEREY AHC								
2009	211	48%	27%	34%	47%	67%	50%	47%
2008	284	50%	19%	33%	54%	66%	50%	49%
MUNSON AHC-FT. LEAVENWORTH								
2009	191	55%	48%	48%	51%	78%	57%	53%
2008	218	56%	30%	41%	55%	70%	62%	47%
NBHC CORONADO								
2009	25	55%	*	39%	*	*	46%	*
2008	54	71%	*	76%	*	88%	72%	64%
NBHC EL CENTRO								
2009	23	61%	*	55%	*	*	65%	55%
2008	20	56%	*	*	*	*	60%	52%
NBHC FALLON								
2009	31	55%	27%	*	65%	*	58%	52%
2008	34	51%	*	47%	55%	*	46%	55%
NBHC MCB CAMP H.M. SMITH								
2009	44	55%	*	22%	*	*	*	52%
2008	68	40%	*	25%	47%	51%	46%	35%
NBHC MCRD SAN DIEGO								
2009	11	68%	*	*	*	*	*	*
2008	94	69%	*	60%	30%	83%	70%	67%
NBHC NAS NORTH ISLAND								
2009	3	*	--	*	--	--	--	*
2008	3	*	--	*	--	--	--	*
NBHC NAS POINT MUGU								
2009	77	61%	14%	27%	52%	77%	70%	56%
2008	82	54%	*	32%	34%	73%	56%	53%
NBHC NAVSTA SAN DIEGO								
2009	35	57%	*	59%	51%	*	61%	53%
2008	54	64%	--	51%	53%	79%	68%	61%
NBHC NAVWPNCEN CHINA LAKE								
2009	14	54%	*	*	*	*	*	*
2008	30	44%	*	*	49%	54%	71%	19%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 2 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	5	*	--	*	*	*	*	--
NBHC PORT HUENEME								
2009	117	53%	19%	40%	55%	68%	73%	44%
2008	180	54%	27%	28%	67%	70%	57%	52%
NBHC PUGET SOUND								
2009	50	45%	*	27%	18%	71%	63%	33%
2008	99	43%	*	47%	9%	58%	50%	37%
NBHC SUBASE BANGOR								
2009	46	62%	*	32%	75%	62%	66%	58%
2008	78	53%	--	50%	34%	71%	67%	38%
NEBRASKA								
2009	250	66%	60%	51%	53%	78%	61%	73%
2008	251	64%	38%	50%	49%	79%	64%	62%
NEVADA								
2009	143	56%	35%	68%	43%	62%	63%	50%
2008	243	65%	35%	61%	50%	81%	70%	59%
NEW MEXICO								
2009	107	66%	34%	61%	47%	76%	66%	66%
2008	139	51%	*	28%	43%	65%	51%	50%
NH BREMERTON								
2009	7	*	--	*	*	*	*	*
2008	11	46%	--	*	*	*	*	*
NH CAMP PENDLETON								
2009	261	58%	28%	55%	54%	66%	61%	54%
2008	426	56%	46%	45%	56%	66%	60%	52%
NH LEMOORE								
2009	132	58%	30%	32%	41%	78%	63%	54%
2008	202	54%	43%	52%	48%	59%	59%	49%
NH OAK HARBOR								
2009	62	48%	5%	31%	40%	64%	48%	49%
2008	105	52%	*	13%	56%	65%	59%	42%
NH TWENTYNINE PALMS								
2009	71	58%	*	31%	43%	74%	75%	50%
2008	91	59%	*	32%	38%	75%	77%	49%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 2 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	17	31%	*	*	*	*	*	25%
NHCL EVERETT								
2009	280	60%	<b>28%</b>	53%	<b>41%</b>	<b>81%</b>	63%	57%
2008	403	55%	30%	36%	46%	78%	62%	47%
NMC SAN DIEGO								
2009	49	63%	*	48%	*	75%	66%	59%
2008	3	*	--	*	--	*	*	*
NORTH DAKOTA								
2009	179	66%	47%	56%	61%	<b>85%</b>	<b>70%</b>	59%
2008	188	61%	50%	40%	62%	80%	61%	61%
NORTHERN CALIFORNIA								
2009	543	63%	<b>34%</b>	<b>47%</b>	51%	<b>73%</b>	62%	64%
2008	949	63%	32%	49%	54%	73%	67%	57%
NORTHERN IDAHO								
2009	53	55%	*	*	39%	70%	60%	47%
2008	76	57%	--	*	32%	74%	66%	48%
OREGON								
2009	598	59%	<b>42%</b>	56%	<b>44%</b>	<b>68%</b>	57%	60%
2008	913	61%	33%	47%	53%	73%	66%	54%
R W BLISS AHC-FT. HUACHUCA								
2009	108	<b>47%</b>	23%	18%	43%	61%	60%	<b>27%</b>
2008	152	57%	45%	28%	34%	82%	64%	50%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	238	<b>68%</b>	<b>40%</b>	49%	59%	<b>88%</b>	68%	<b>69%</b>
2008	404	58%	33%	42%	51%	75%	66%	53%
SCHOFIELD BARRACKS AHC								
2009	30	<b>30%</b>	*	23%	*	*	*	25%
2008	29	52%	*	35%	*	*	*	64%
SD E COUNTY PRIMARY CARE CLIN								
2009	161	<b>67%</b>	*	55%	53%	<b>80%</b>	<b>72%</b>	62%
2008	269	60%	*	39%	50%	74%	56%	64%
SOLDIER FAMILY MED CLIN BIGGS								
2009	53	<b>37%</b>	*	40%	*	40%	49%	<b>29%</b>
2008	76	44%	*	19%	78%	40%	40%	53%

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 2 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	194	67%	47%	66%	70%	71%	68%	66%
2008	208	51%	51%	47%	43%	61%	51%	52%
SOUTHERN CALIFORNIA								
2009	267	66%	47%	51%	59%	76%	67%	66%
2008	521	68%	41%	57%	65%	74%	72%	62%
SOUTHERN IDAHO								
2009	336	56%	31%	46%	51%	68%	63%	48%
2008	432	46%	23%	25%	41%	67%	49%	43%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	--	--	--	--	--	--	--	--
2008	1	*	--	--	--	*	*	--
TMC FT. RICHARDSON								
2009	16	16%	*	13%	*	--	14%	*
2008	17	44%	*	*	*	*	45%	*
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	2	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	118	49%	*	35%	54%	55%	53%	44%
2008	218	58%	*	45%	55%	70%	58%	58%
TRICARE OUTPATIENT-CLAIREMONT								
2009	134	64%	*	50%	70%	81%	64%	64%
2008	186	48%	--	42%	51%	57%	49%	47%
TRICARE OUTPATIENT-OCEANSIDE								
2009	177	60%	33%	47%	41%	74%	60%	59%
2008	265	54%	*	34%	46%	73%	56%	53%
TRIPLER AMC-FT SHAFTER								
2009	119	60%	16%	41%	51%	94%	58%	61%
2008	143	39%	*	30%	33%	54%	54%	33%
UTAH								
2009	190	70%	40%	66%	50%	83%	66%	76%
2008	209	63%	28%	54%	50%	75%	65%	60%
WASHINGTON								
2009	275	58%	27%	59%	52%	66%	59%	58%
2008	454	56%	29%	45%	44%	73%	60%	50%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	5	*	*	--	--	--	*	--
2008	1	*	*	--	--	--	*	--
WESTERN MISSOURI								
2009	572	67%	38%	59%	60%	74%	71%	60%
2008	742	55%	29%	43%	43%	68%	58%	51%
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	115	49%	31%	48%	49%	51%	57%	41%
2008	145	65%	*	37%	47%	75%	70%	62%
WYOMING								
2009	45	59%	*	*	*	71%	56%	65%
2008	86	59%	*	63%	45%	67%	52%	78%
YUMA PROVING GROUND AHC								
2009	4	*	--	--	*	*	*	--
2008	7	*	*	*	*	*	*	*

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Total	Percent Top 3 Box					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	75%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	67%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	79%	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	97372	<b>70%</b>	<b>48%</b>	<b>60%</b>	74%	<b>88%</b>	<b>72%</b>	<b>68%</b>
2008	120459	66%	46%	55%	70%	87%	68%	64%
<b>Overall - Direct Care</b>								
2009	42539	<b>54%</b>	<b>48%</b>	<b>53%</b>	<b>70%</b>	<b>87%</b>	<b>55%</b>	<b>54%</b>
2008	40303	52%	45%	50%	67%	85%	52%	52%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	38156	<b>55%</b>	<b>48%</b>	<b>53%</b>	<b>70%</b>	<b>87%</b>	<b>55%</b>	<b>54%</b>
2008	36572	52%	45%	49%	67%	85%	52%	52%
<b>Direct Care - OCONUS</b>								
2009	4383	<b>53%</b>	<b>48%</b>	<b>53%</b>	65%	<b>81%</b>	<b>54%</b>	<b>53%</b>
2008	3731	53%	49%	54%	67%	82%	54%	52%
<b>Overall - Purchased Care</b>								
2009	54833	79%	<b>54%</b>	<b>66%</b>	<b>75%</b>	<b>89%</b>	<b>82%</b>	<b>76%</b>
2008	80156	75%	48%	61%	71%	87%	79%	71%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	16443	79%	<b>55%</b>	<b>65%</b>	<b>74%</b>	<b>88%</b>	<b>81%</b>	<b>75%</b>
2008	24438	74%	50%	60%	69%	87%	78%	69%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	22226	80%	<b>53%</b>	<b>66%</b>	<b>75%</b>	<b>88%</b>	<b>82%</b>	<b>77%</b>
2008	31934	76%	48%	61%	71%	87%	79%	72%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	15494	79%	<b>55%</b>	<b>67%</b>	<b>74%</b>	<b>89%</b>	<b>82%</b>	<b>76%</b>
2008	22534	76%	48%	61%	71%	87%	79%	72%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	669	<b>87%</b>	*	<b>69%</b>	<b>87%</b>	<b>91%</b>	<b>88%</b>	<b>86%</b>
2008	1249	84%	--	66%	79%	91%	84%	84%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	108	55%	49%	40%	66%	*	48%	59%
2008	86	59%	*	45%	69%	94%	65%	55%
5th MED GRP-MINOT								
2009	44	59%	37%	57%	*	*	44%	65%
2008	49	42%	29%	44%	40%	*	37%	45%
9th MED GRP-BEALE								
2009	224	83%	51%	49%	77%	94%	83%	83%
2008	452	80%	44%	58%	69%	89%	80%	80%
10th MED GROUP-USAF ACADEMY CO								
2009	220	68%	47%	55%	70%	76%	74%	63%
2008	363	70%	13%	61%	70%	79%	74%	68%
15th MED GRP-HICKAM								
2009	17	61%	*	55%	*	--	*	69%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	266	80%	39%	67%	72%	91%	88%	76%
2008	339	76%	60%	72%	68%	81%	78%	74%
22nd MED GRP-MCCONNELL								
2009	162	82%	43%	66%	75%	100%	87%	77%
2008	241	69%	32%	59%	71%	90%	81%	56%
27th SPEC OPS MED GRP-CANNON								
2009	32	65%	44%	*	*	*	88%	46%
2008	42	56%	*	43%	60%	*	48%	61%
28th MED GRP-ELLSWORTH								
2009	123	66%	39%	49%	76%	85%	70%	63%
2008	155	71%	58%	61%	60%	94%	72%	69%
30th MED GRP-VANDENBERG								
2009	122	74%	49%	38%	42%	90%	85%	64%
2008	179	72%	49%	45%	69%	91%	84%	66%
49th MED GRP-HOLLOMAN								
2009	63	70%	63%	50%	67%	91%	70%	70%
2008	69	58%	*	31%	70%	93%	82%	45%
55th MED GRP-OFFUTT								
2009	315	75%	46%	61%	77%	87%	83%	69%
2008	401	70%	37%	49%	65%	93%	80%	59%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	650	83%	59%	62%	79%	90%	86%	80%
2008	1099	78%	45%	58%	73%	87%	84%	73%
60th MED GRP-TRAVIS								
2009	315	81%	41%	68%	78%	89%	82%	80%
2008	591	79%	69%	58%	73%	88%	83%	75%
61st MED GROUP-LOS ANGELES								
2009	461	85%	59%	77%	79%	92%	88%	81%
2008	800	79%	46%	64%	78%	90%	82%	77%
62nd MED SQUAD-MCCHORD								
2009	264	76%	43%	66%	64%	86%	74%	77%
2008	395	75%	*	49%	67%	87%	78%	69%
75th MED GRP-HILL								
2009	346	78%	55%	73%	69%	93%	81%	76%
2008	448	72%	54%	67%	63%	88%	79%	66%
90th MED GRP-F.E. WARREN								
2009	94	77%	66%	71%	76%	83%	78%	76%
2008	159	65%	54%	42%	61%	89%	73%	55%
92nd MED GRP-FAIRCHILD								
2009	218	79%	55%	57%	75%	91%	84%	75%
2008	339	71%	24%	59%	75%	79%	78%	64%
95th MED GRP-EDWARDS								
2009	65	80%	47%	56%	88%	*	95%	69%
2008	95	64%	20%	48%	65%	84%	76%	57%
99th MED GRP-O'CALLAGHAN HOSP								
2009	300	80%	57%	44%	78%	92%	76%	82%
2008	549	77%	24%	52%	73%	87%	77%	78%
319th MED GRP-GRAND FORKS								
2009	36	78%	58%	78%	*	--	88%	68%
2008	52	58%	30%	58%	53%	*	56%	59%
341st MED GRP-MALMSTROM								
2009	89	70%	63%	64%	61%	89%	77%	62%
2008	128	68%	66%	46%	68%	80%	78%	59%
354th MED GRP-EIELSON								
2009	25	64%	63%	*	*	--	*	55%
2008	24	66%	*	*	*	*	*	69%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	408	75%	43%	58%	54%	91%	75%	76%
2008	645	74%	47%	52%	64%	86%	77%	71%
366th MED GRP-MOUNTAIN HOME								
2009	25	72%	*	*	*	*	66%	77%
2008	20	54%	--	38%	*	*	40%	*
377th MED GRP-KIRTLAND								
2009	213	77%	40%	79%	67%	91%	76%	78%
2008	290	69%	42%	63%	51%	87%	73%	65%
460th MED GRP-BUCKLEY AFB								
2009	419	82%	50%	72%	80%	90%	82%	82%
2008	665	78%	42%	58%	81%	87%	86%	69%
509th MED GRP-WHITEMAN								
2009	90	74%	39%	54%	83%	100%	82%	68%
2008	102	73%	37%	64%	74%	90%	84%	67%
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	55	86%	*	*	91%	87%	87%	84%
2008	85	85%	*	*	70%	98%	82%	88%
ALASKA								
2009	61	74%	62%	76%	*	*	83%	40%
2008	62	66%	21%	74%	*	*	64%	72%
ARIZONA-EXCLUDING YUMA AREA								
2009	229	80%	58%	66%	66%	86%	80%	80%
2008	323	82%	*	75%	72%	89%	84%	79%
BASSETT ACH-FT. WAINWRIGHT								
2009	8	*	*	*	--	--	*	*
2008	1	*	--	*	--	--	--	*
BMC BARSTOW								
2009	58	81%	59%	88%	77%	83%	86%	77%
2008	62	78%	*	30%	89%	86%	82%	75%
BMC KEYPORT								
2009	6	*	--	*	*	*	*	*
2008	34	76%	--	*	*	91%	86%	*
BMC MCAS KANEOHE BAY								
2009	30	83%	*	81%	*	*	81%	84%
2008	39	59%	*	52%	*	83%	51%	65%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	170	78%	69%	72%	66%	91%	85%	70%
2008	322	78%	*	58%	67%	95%	81%	76%
BMC YUMA								
2009	112	73%	24%	56%	79%	89%	84%	64%
2008	129	67%	*	68%	58%	68%	66%	68%
CIV EMP HLTH CLINIC-PUEBLO								
2009	28	72%	*	*	80%	77%	73%	*
2008	45	77%	*	*	*	89%	84%	68%
COLORADO								
2009	170	82%	48%	60%	72%	97%	81%	82%
2008	242	74%	41%	47%	71%	90%	75%	74%
EVANS ACH-FT. CARSON								
2009	27	67%	*	*	*	*	51%	79%
2008	43	78%	--	70%	75%	83%	81%	74%
HAWAII								
2009	50	66%	34%	61%	56%	*	53%	79%
2008	71	78%	*	74%	75%	85%	79%	76%
IOWA-EXCLUDING QUAD CITIES								
2009	485	83%	73%	78%	78%	90%	82%	84%
2008	538	83%	52%	84%	76%	94%	82%	87%
IRWIN ACH-FT. RILEY								
2009	127	68%	47%	60%	68%	86%	75%	59%
2008	102	61%	*	50%	65%	90%	62%	59%
KANSAS								
2009	279	80%	62%	74%	85%	82%	82%	78%
2008	335	80%	68%	69%	74%	89%	86%	69%
L. WOOD ACH-FT. LEONARD WOOD								
2009	66	49%	*	34%	38%	66%	50%	47%
2008	99	69%	*	31%	75%	75%	76%	53%
MADIGAN AMC-FT. LEWIS								
2009	76	72%	*	50%	71%	81%	75%	69%
2008	128	73%	*	*	61%	90%	71%	76%
MINNESOTA								
2009	692	83%	66%	75%	79%	93%	83%	84%
2008	823	80%	61%	72%	75%	91%	80%	80%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box						
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA								
2009	247	84%	67%	69%	84%	90%	88%	79%
2008	306	79%	59%	65%	76%	89%	76%	81%
MONTEREY AHC								
2009	211	72%	37%	60%	85%	89%	77%	67%
2008	284	71%	36%	57%	79%	84%	69%	72%
MUNSON AHC-FT. LEAVENWORTH								
2009	191	75%	67%	68%	74%	94%	76%	74%
2008	218	72%	49%	57%	73%	84%	79%	62%
NBHC CORONADO								
2009	25	77%	*	69%	*	*	68%	*
2008	54	87%	*	86%	*	97%	92%	70%
NBHC EL CENTRO								
2009	23	87%	*	87%	*	*	93%	79%
2008	20	75%	*	*	*	*	65%	85%
NBHC FALLON								
2009	31	85%	48%	*	84%	*	93%	75%
2008	34	77%	*	66%	95%	*	88%	65%
NBHC MCB CAMP H.M. SMITH								
2009	44	69%	*	42%	*	*	*	66%
2008	68	73%	*	48%	75%	96%	84%	62%
NBHC MCRD SAN DIEGO								
2009	11	78%	*	*	*	*	*	*
2008	94	80%	*	67%	60%	93%	84%	76%
NBHC NAS NORTH ISLAND								
2009	3	*	--	*	--	--	--	*
2008	3	*	--	*	--	--	--	*
NBHC NAS POINT MUGU								
2009	77	84%	26%	62%	71%	97%	92%	79%
2008	82	69%	*	59%	50%	81%	71%	66%
NBHC NAVSTA SAN DIEGO								
2009	35	73%	*	72%	71%	*	82%	62%
2008	54	83%	--	82%	72%	89%	85%	82%
NBHC NAVWPNCEN CHINA LAKE								
2009	14	73%	*	*	*	*	*	*
2008	30	59%	*	*	68%	78%	82%	37%

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	5	*	--	*	*	*	*	--
NBHC PORT HUENEME								
2009	117	69%	47%	57%	62%	85%	88%	60%
2008	180	78%	48%	58%	88%	94%	82%	76%
NBHC PUGET SOUND								
2009	50	75%	*	54%	72%	86%	67%	80%
2008	99	69%	*	63%	51%	79%	73%	64%
NBHC SUBASE BANGOR								
2009	46	87%	*	62%	87%	95%	83%	91%
2008	78	80%	--	74%	74%	88%	84%	77%
NEBRASKA								
2009	250	84%	76%	75%	77%	92%	83%	85%
2008	251	84%	66%	79%	85%	87%	84%	84%
NEVADA								
2009	143	81%	57%	97%	72%	85%	86%	77%
2008	243	80%	57%	67%	67%	95%	85%	75%
NEW MEXICO								
2009	107	81%	46%	80%	66%	89%	81%	81%
2008	139	76%	*	70%	65%	84%	75%	80%
NH BREMERTON								
2009	7	*	--	*	*	*	*	*
2008	11	61%	--	*	*	*	*	*
NH CAMP PENDLETON								
2009	261	77%	44%	73%	74%	85%	78%	76%
2008	426	79%	59%	70%	76%	88%	83%	74%
NH LEMOORE								
2009	132	84%	53%	75%	71%	95%	86%	81%
2008	202	73%	71%	63%	72%	78%	77%	69%
NH OAK HARBOR								
2009	62	69%	5%	51%	55%	90%	72%	65%
2008	105	71%	*	40%	76%	85%	77%	63%
NH TWENTYNINE PALMS								
2009	71	69%	*	41%	72%	79%	83%	62%
2008	91	81%	*	76%	59%	90%	90%	76%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	17	36%	*	*	*	*	*	25%
NHCL EVERETT								
2009	280	79%	<b>44%</b>	70%	71%	<b>95%</b>	81%	76%
2008	403	75%	53%	58%	74%	89%	81%	68%
NMC SAN DIEGO								
2009	49	73%	*	68%	*	81%	77%	67%
2008	3	*	--	*	--	*	*	*
NORTH DAKOTA								
2009	179	<b>87%</b>	71%	84%	88%	<b>94%</b>	87%	87%
2008	188	76%	68%	61%	79%	86%	75%	76%
NORTHERN CALIFORNIA								
2009	543	83%	<b>61%</b>	<b>66%</b>	76%	<b>91%</b>	84%	81%
2008	949	82%	50%	68%	77%	90%	84%	78%
NORTHERN IDAHO								
2009	53	83%	*	*	82%	91%	84%	82%
2008	76	79%	--	*	67%	86%	89%	70%
OREGON								
2009	598	82%	<b>68%</b>	81%	78%	<b>87%</b>	83%	82%
2008	913	81%	61%	64%	76%	91%	82%	79%
R W BLISS AHC-FT. HUACHUCA								
2009	108	<b>61%</b>	46%	42%	<b>52%</b>	78%	73%	<b>44%</b>
2008	152	69%	48%	36%	57%	89%	72%	66%
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	238	82%	<b>54%</b>	<b>67%</b>	78%	<b>96%</b>	84%	80%
2008	404	78%	60%	64%	74%	90%	79%	77%
SCHOFIELD BARRACKS AHC								
2009	30	<b>55%</b>	*	44%	*	*	*	50%
2008	29	61%	*	47%	*	*	*	66%
SD E COUNTY PRIMARY CARE CLIN								
2009	161	<b>86%</b>	*	79%	79%	<b>93%</b>	<b>91%</b>	81%
2008	269	75%	*	64%	68%	84%	74%	75%
SOLDIER FAMILY MED CLIN BIGGS								
2009	53	<b>59%</b>	*	66%	*	69%	70%	<b>51%</b>
2008	76	59%	*	40%	83%	56%	55%	66%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

	Responses	Percent Top 3 Box						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	194	89%	73%	83%	87%	95%	92%	84%
2008	208	72%	72%	77%	63%	77%	72%	73%
SOUTHERN CALIFORNIA								
2009	267	86%	68%	81%	79%	92%	90%	81%
2008	521	84%	58%	80%	81%	90%	89%	79%
SOUTHERN IDAHO								
2009	336	80%	52%	65%	79%	93%	85%	74%
2008	432	68%	37%	49%	66%	88%	75%	61%
TMC CONTRACT SPARTA-FT. MCCOY								
2009	--	--	--	--	--	--	--	--
2008	1	*	--	--	--	*	*	--
TMC FT. RICHARDSON								
2009	16	41%	*	51%	*	--	38%	*
2008	17	54%	*	*	*	*	53%	*
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	2	*	--	*	--	--	*	*
TRICARE OUTPATIENT-CHULA VISTA								
2009	118	72%	*	61%	65%	81%	75%	68%
2008	218	84%	*	68%	85%	94%	86%	79%
TRICARE OUTPATIENT-CLAIREMONT								
2009	134	80%	*	73%	95%	84%	83%	75%
2008	186	71%	--	68%	71%	75%	66%	77%
TRICARE OUTPATIENT-OCEANSIDE								
2009	177	82%	48%	70%	81%	91%	80%	83%
2008	265	76%	*	61%	76%	88%	79%	72%
TRIPLER AMC-FT SHAFTER								
2009	119	76%	49%	60%	78%	94%	76%	76%
2008	143	64%	*	54%	61%	73%	81%	57%
UTAH								
2009	190	81%	56%	76%	68%	91%	82%	81%
2008	209	85%	79%	86%	79%	87%	87%	81%
WASHINGTON								
2009	275	82%	57%	80%	77%	88%	83%	79%
2008	454	75%	51%	60%	72%	87%	74%	77%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box						
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
WEED ACH-FT. IRWIN								
2009	5	*	*	--	--	--	*	--
2008	1	*	*	--	--	--	*	--
WESTERN MISSOURI								
2009	572	84%	56%	81%	77%	90%	87%	78%
2008	742	78%	54%	63%	67%	91%	82%	73%
WESTERN TEXAS								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	115	75%	64%	65%	75%	79%	83%	67%
2008	145	72%	*	47%	55%	81%	78%	69%
WYOMING								
2009	45	77%	*	*	*	87%	75%	82%
2008	86	79%	*	82%	63%	88%	78%	80%
YUMA PROVING GROUND AHC								
2009	4	*	--	--	*	*	*	--
2008	7	*	*	*	*	*	*	*

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

	Responses	Total	Active Duty	Active Duty Family Members	Percent Agree		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	62382	80%	66%	71%	81%	90%	80%	79%
2008	--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>								
2009	26953	65%	65%	60%	69%	80%	64%	67%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	24197	65%	64%	60%	69%	80%	63%	67%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - OCONUS</b>								
2009	2756	69%	69%	66%	72%	77%	67%	71%
2008	--	--	--	--	--	--	--	--
<b>Overall - Purchased Care</b>								
2009	35429	86%	75%	80%	83%	91%	88%	84%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	10638	86%	75%	81%	84%	91%	88%	84%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	14300	87%	74%	81%	83%	92%	89%	85%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	10078	85%	75%	79%	82%	90%	87%	83%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	412	91%	--	80%	91%	92%	91%	90%
2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

	Responses	Percent Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
3rd MED GRP-ELMENDORF								
2009	65	79%	86%	73%	92%	*	74%	82%
2008	--	--	--	--	--	--	--	--
5th MED GRP-MINOT								
2009	29	72%	69%	71%	*	--	58%	81%
2008	--	--	--	--	--	--	--	--
9th MED GRP-BEALE								
2009	147	84%	66%	87%	82%	85%	84%	85%
2008	--	--	--	--	--	--	--	--
10th MED GROUP-USAF ACADEMY CO								
2009	146	86%	74%	80%	92%	84%	88%	85%
2008	--	--	--	--	--	--	--	--
15th MED GRP-HICKAM								
2009	14	65%	*	59%	*	--	*	78%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	183	80%	71%	81%	81%	79%	83%	78%
2008	--	--	--	--	--	--	--	--
22nd MED GRP-MCCONNELL								
2009	112	85%	58%	76%	87%	90%	84%	87%
2008	--	--	--	--	--	--	--	--
27th SPEC OPS MED GRP-CANNON								
2009	19	81%	*	*	*	*	*	81%
2008	--	--	--	--	--	--	--	--
28th MED GRP-ELLSWORTH								
2009	87	80%	72%	69%	81%	92%	75%	84%
2008	--	--	--	--	--	--	--	--
30th MED GRP-VANDENBERG								
2009	81	90%	69%	78%	*	95%	93%	86%
2008	--	--	--	--	--	--	--	--
49th MED GRP-HOLLOMAN								
2009	36	78%	73%	*	*	*	90%	69%
2008	--	--	--	--	--	--	--	--
55th MED GRP-OFFUTT								
2009	195	81%	76%	81%	78%	83%	87%	76%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

	Responses	Percent Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	439	85%	81%	66%	82%	90%	85%	85%
2008	--	--	--	--	--	--	--	--
60th MED GRP-TRAVIS								
2009	211	88%	80%	86%	79%	92%	88%	89%
2008	--	--	--	--	--	--	--	--
61st MED GROUP-LOS ANGELES								
2009	299	85%	74%	77%	75%	93%	83%	87%
2008	--	--	--	--	--	--	--	--
62nd MED SQUAD-MCCHORD								
2009	186	81%	76%	82%	76%	83%	84%	77%
2008	--	--	--	--	--	--	--	--
75th MED GRP-HILL								
2009	214	83%	70%	86%	77%	90%	89%	79%
2008	--	--	--	--	--	--	--	--
90th MED GRP-F.E. WARREN								
2009	60	72%	77%	57%	73%	*	59%	85%
2008	--	--	--	--	--	--	--	--
92nd MED GRP-FAIRCHILD								
2009	143	88%	82%	85%	78%	96%	86%	91%
2008	--	--	--	--	--	--	--	--
95th MED GRP-EDWARDS								
2009	45	87%	58%	82%	89%	*	82%	90%
2008	--	--	--	--	--	--	--	--
99th MED GRP-O'CALLAGHAN HOSP								
2009	213	86%	77%	81%	83%	90%	88%	84%
2008	--	--	--	--	--	--	--	--
319th MED GRP-GRAND FORKS								
2009	27	80%	79%	*	*	--	100%	59%
2008	--	--	--	--	--	--	--	--
341st MED GRP-MALMSTROM								
2009	53	86%	79%	72%	*	*	92%	75%
2008	--	--	--	--	--	--	--	--
354th MED GRP-EIELSON								
2009	20	72%	68%	*	*	--	*	66%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

	Responses	Percent Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
355th MED GRP-DAVIS MONTHAN								
2009	270	84%	78%	70%	73%	91%	83%	85%
2008	--	--	--	--	--	--	--	--
366th MED GRP-MOUNTAIN HOME								
2009	16	80%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
377th MED GRP-KIRTLAND								
2009	138	75%	64%	68%	75%	79%	73%	77%
2008	--	--	--	--	--	--	--	--
460th MED GRP-BUCKLEY AFB								
2009	282	85%	73%	76%	80%	93%	83%	88%
2008	--	--	--	--	--	--	--	--
509th MED GRP-WHITEMAN								
2009	63	93%	84%	94%	92%	*	93%	94%
2008	--	--	--	--	--	--	--	--
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	35	88%	*	*	92%	90%	97%	76%
2008	--	--	--	--	--	--	--	--
ALASKA								
2009	41	75%	81%	61%	*	*	76%	74%
2008	--	--	--	--	--	--	--	--
ARIZONA-EXCLUDING YUMA AREA								
2009	150	84%	87%	77%	83%	85%	85%	83%
2008	--	--	--	--	--	--	--	--
BASSETT ACH-FT. WAINWRIGHT								
2009	5	*	*	*	--	--	*	*
2008	--	--	--	--	--	--	--	--
BMC BARSTOW								
2009	33	85%	*	*	70%	*	94%	80%
2008	--	--	--	--	--	--	--	--
BMC KEYPORT								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
BMC MCAS KANE OHE BAY								
2009	25	90%	*	100%	*	*	100%	81%
2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

	Responses	Percent Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	115	84%	71%	88%	80%	86%	89%	79%
2008	--	--	--	--	--	--	--	--
BMC YUMA								
2009	73	88%	65%	89%	95%	86%	86%	90%
2008	--	--	--	--	--	--	--	--
CIV EMP HLTH CLINIC-PUEBLO								
2009	23	87%	--	*	*	86%	87%	*
2008	--	--	--	--	--	--	--	--
COLORADO								
2009	116	91%	79%	84%	91%	95%	90%	93%
2008	--	--	--	--	--	--	--	--
EVANS ACH-FT. CARSON								
2009	18	85%	*	*	*	*	*	81%
2008	--	--	--	--	--	--	--	--
HAWAII								
2009	32	87%	*	58%	*	*	91%	84%
2008	--	--	--	--	--	--	--	--
IOWA-EXCLUDING QUAD CITIES								
2009	291	88%	75%	81%	86%	95%	88%	90%
2008	--	--	--	--	--	--	--	--
IRWIN ACH-FT. RILEY								
2009	78	81%	71%	78%	82%	*	89%	67%
2008	--	--	--	--	--	--	--	--
KANSAS								
2009	171	87%	76%	84%	85%	89%	86%	88%
2008	--	--	--	--	--	--	--	--
L. WOOD ACH-FT. LEONARD WOOD								
2009	42	69%	*	33%	70%	*	70%	68%
2008	--	--	--	--	--	--	--	--
MADIGAN AMC-FT. LEWIS								
2009	46	83%	*	70%	95%	79%	87%	79%
2008	--	--	--	--	--	--	--	--
MINNESOTA								
2009	416	84%	82%	77%	85%	86%	85%	81%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
MONTANA									
	2009	162	89%	78%	92%	92%	88%	92%	85%
	2008	--	--	--	--	--	--	--	--
MONTEREY AHC									
	2009	144	89%	58%	84%	100%	97%	94%	86%
	2008	--	--	--	--	--	--	--	--
MUNSON AHC-FT. LEAVENWORTH									
	2009	126	84%	85%	79%	76%	100%	86%	83%
	2008	--	--	--	--	--	--	--	--
NBHC CORONADO									
	2009	23	92%	*	96%	*	*	88%	*
	2008	--	--	--	--	--	--	--	--
NBHC EL CENTRO									
	2009	12	94%	*	*	*	*	*	*
	2008	--	--	--	--	--	--	--	--
NBHC FALLON									
	2009	19	83%	*	--	*	*	*	76%
	2008	--	--	--	--	--	--	--	--
NBHC MCB CAMP H.M. SMITH									
	2009	29	97%	*	94%	*	*	*	96%
	2008	--	--	--	--	--	--	--	--
NBHC MCRD SAN DIEGO									
	2009	5	*	*	*	*	*	*	*
	2008	--	--	--	--	--	--	--	--
NBHC NAS NORTH ISLAND									
	2009	2	*	--	*	--	--	--	*
	2008	--	--	--	--	--	--	--	--
NBHC NAS POINT MUGU									
	2009	46	89%	*	80%	*	95%	94%	87%
	2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SAN DIEGO									
	2009	22	85%	*	68%	*	*	75%	*
	2008	--	--	--	--	--	--	--	--
NBHC NAVWPNCEN CHINA LAKE									
	2009	12	85%	*	*	*	*	*	*
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

	Responses	Percent Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	--	--	--	--	--	--	--	--
NBHC PORT HUENEME								
2009	82	83%	60%	98%	59%	94%	98%	76%
2008	--	--	--	--	--	--	--	--
NBHC PUGET SOUND								
2009	35	91%	*	64%	95%	*	92%	90%
2008	--	--	--	--	--	--	--	--
NBHC SUBASE BANGOR								
2009	32	91%	*	*	80%	100%	93%	89%
2008	--	--	--	--	--	--	--	--
NEBRASKA								
2009	158	90%	85%	87%	83%	95%	92%	85%
2008	--	--	--	--	--	--	--	--
NEVADA								
2009	95	91%	77%	82%	90%	95%	89%	93%
2008	--	--	--	--	--	--	--	--
NEW MEXICO								
2009	82	86%	85%	69%	64%	95%	87%	85%
2008	--	--	--	--	--	--	--	--
NH BREMERTON								
2009	6	*	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NH CAMP PENDLETON								
2009	184	84%	63%	83%	81%	90%	89%	78%
2008	--	--	--	--	--	--	--	--
NH LEMOORE								
2009	80	91%	84%	86%	91%	93%	96%	86%
2008	--	--	--	--	--	--	--	--
NH OAK HARBOR								
2009	44	91%	*	76%	*	100%	91%	90%
2008	--	--	--	--	--	--	--	--
NH TWENTYNINE PALMS								
2009	49	78%	*	63%	80%	83%	85%	75%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

	Responses	Percent Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NHCL EVERETT								
2009	180	84%	62%	80%	85%	88%	86%	82%
2008	--	--	--	--	--	--	--	--
NMC SAN DIEGO								
2009	38	94%	*	88%	*	100%	91%	97%
2008	--	--	--	--	--	--	--	--
NORTH DAKOTA								
2009	98	83%	67%	74%	96%	89%	82%	86%
2008	--	--	--	--	--	--	--	--
NORTHERN CALIFORNIA								
2009	345	83%	74%	83%	89%	82%	86%	79%
2008	--	--	--	--	--	--	--	--
NORTHERN IDAHO								
2009	33	93%	*	*	94%	94%	93%	*
2008	--	--	--	--	--	--	--	--
OREGON								
2009	393	88%	73%	83%	87%	91%	90%	87%
2008	--	--	--	--	--	--	--	--
R W BLISS AHC-FT. HUACHUCA								
2009	72	71%	*	63%	62%	85%	79%	60%
2008	--	--	--	--	--	--	--	--
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	158	82%	70%	70%	86%	84%	88%	76%
2008	--	--	--	--	--	--	--	--
SCHOFIELD BARRACKS AHC								
2009	19	59%	*	56%	*	*	*	58%
2008	--	--	--	--	--	--	--	--
SD E COUNTY PRIMARY CARE CLIN								
2009	115	83%	*	71%	75%	93%	84%	82%
2008	--	--	--	--	--	--	--	--
SOLDIER FAMILY MED CLIN BIGGS								
2009	41	85%	*	87%	*	*	96%	75%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

	Responses	Percent Agree						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	117	88%	80%	87%	93%	87%	93%	80%
2008	--	--	--	--	--	--	--	--
SOUTHERN CALIFORNIA								
2009	194	87%	86%	78%	83%	93%	90%	84%
2008	--	--	--	--	--	--	--	--
SOUTHERN IDAHO								
2009	203	84%	77%	80%	81%	89%	83%	86%
2008	--	--	--	--	--	--	--	--
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	9	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CHULA VISTA								
2009	74	78%	*	77%	67%	84%	81%	75%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CLAIREMONT								
2009	86	89%	*	81%	100%	94%	91%	87%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-OCEANSIDE								
2009	112	81%	*	70%	64%	92%	84%	78%
2008	--	--	--	--	--	--	--	--
TRIPLER AMC-FT SHAFTER								
2009	79	88%	92%	86%	91%	88%	93%	86%
2008	--	--	--	--	--	--	--	--
UTAH								
2009	131	88%	86%	88%	97%	85%	83%	94%
2008	--	--	--	--	--	--	--	--
WASHINGTON								
2009	158	88%	87%	76%	87%	92%	86%	91%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Access to Care

Q3A - Saw my provider when needed

		Percent Agree						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total						
WEED ACH-FT. IRWIN								
2009	2	*	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI								
2009	349	88%	73%	82%	80%	94%	91%	84%
2008	--	--	--	--	--	--	--	--
WESTERN TEXAS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS								
2009	82	85%	45%	82%	76%	92%	85%	86%
2008	--	--	--	--	--	--	--	--
WYOMING								
2009	28	88%	*	*	*	93%	89%	*
2008	--	--	--	--	--	--	--	--
YUMA PROVING GROUND AHC								
2009	2	*	--	--	*	*	*	--
2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Total	Active Duty	Active Duty Family Members	Percent Yes		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	58049	86%	79%	80%	91%	91%	90%	82%
2008	--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>								
2009	24014	82%	78%	79%	93%	93%	84%	79%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	21558	82%	79%	79%	93%	93%	84%	79%
2008	--	--	--	--	--	--	--	--
<b>Direct Care - OCONUS</b>								
2009	2456	80%	78%	76%	91%	92%	83%	76%
2008	--	--	--	--	--	--	--	--
<b>Overall - Purchased Care</b>								
2009	34035	88%	83%	81%	90%	90%	93%	83%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	10195	88%	83%	81%	89%	91%	92%	83%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	13730	90%	84%	84%	91%	91%	94%	85%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	9705	86%	81%	77%	88%	90%	92%	80%
2008	--	--	--	--	--	--	--	--
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	404	92%	--	78%	90%	95%	96%	84%
2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Total	Active Duty	Active Duty Family Members	Percent Yes		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
3rd MED GRP-ELMENDORF								
2009	64	82%	70%	82%	87%	*	89%	78%
2008	--	--	--	--	--	--	--	--
5th MED GRP-MINOT								
2009	27	60%	*	47%	*	--	*	61%
2008	--	--	--	--	--	--	--	--
9th MED GRP-BEALE								
2009	144	94%	100%	82%	93%	96%	97%	88%
2008	--	--	--	--	--	--	--	--
10th MED GROUP-USAF ACADEMY CO								
2009	140	82%	90%	84%	83%	78%	90%	75%
2008	--	--	--	--	--	--	--	--
15th MED GRP-HICKAM								
2009	13	61%	*	54%	*	--	*	46%
2008	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON								
2009	178	88%	83%	83%	80%	95%	95%	85%
2008	--	--	--	--	--	--	--	--
22nd MED GRP-MCCONNELL								
2009	108	91%	90%	75%	97%	95%	93%	89%
2008	--	--	--	--	--	--	--	--
27th SPEC OPS MED GRP-CANNON								
2009	18	92%	*	*	*	*	*	86%
2008	--	--	--	--	--	--	--	--
28th MED GRP-ELLSWORTH								
2009	88	83%	55%	81%	90%	87%	91%	78%
2008	--	--	--	--	--	--	--	--
30th MED GRP-VANDENBERG								
2009	79	93%	67%	100%	*	95%	99%	86%
2008	--	--	--	--	--	--	--	--
49th MED GRP-HOLLOMAN								
2009	31	80%	*	*	*	*	78%	81%
2008	--	--	--	--	--	--	--	--
55th MED GRP-OFFUTT								
2009	188	80%	79%	73%	84%	81%	92%	72%
2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Percent Yes						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
56th MED GRP-LUKE								
2009	432	84%	72%	78%	80%	88%	94%	76%
2008	--	--	--	--	--	--	--	--
60th MED GRP-TRAVIS								
2009	202	85%	81%	64%	97%	89%	90%	79%
2008	--	--	--	--	--	--	--	--
61st MED GROUP-LOS ANGELES								
2009	287	87%	79%	71%	88%	95%	89%	85%
2008	--	--	--	--	--	--	--	--
62nd MED SQUAD-MCCHORD								
2009	173	84%	65%	73%	83%	90%	87%	80%
2008	--	--	--	--	--	--	--	--
75th MED GRP-HILL								
2009	202	82%	76%	68%	95%	80%	87%	78%
2008	--	--	--	--	--	--	--	--
90th MED GRP-F.E. WARREN								
2009	56	79%	46%	71%	86%	*	83%	75%
2008	--	--	--	--	--	--	--	--
92nd MED GRP-FAIRCHILD								
2009	133	88%	84%	73%	90%	90%	87%	88%
2008	--	--	--	--	--	--	--	--
95th MED GRP-EDWARDS								
2009	46	83%	72%	82%	87%	*	89%	79%
2008	--	--	--	--	--	--	--	--
99th MED GRP-O'CALLAGHAN HOSP								
2009	206	90%	68%	89%	96%	86%	96%	85%
2008	--	--	--	--	--	--	--	--
319th MED GRP-GRAND FORKS								
2009	25	77%	70%	*	*	--	88%	63%
2008	--	--	--	--	--	--	--	--
341st MED GRP-MALMSTROM								
2009	51	88%	76%	95%	*	*	98%	71%
2008	--	--	--	--	--	--	--	--
354th MED GRP-EIELSON								
2009	18	63%	*	*	*	--	*	50%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Total	Active Duty	Active Duty Family Members	Percent Yes		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
355th MED GRP-DAVIS MONTHAN								
2009	259	88%	79%	81%	89%	89%	93%	84%
2008	--	--	--	--	--	--	--	--
366th MED GRP-MOUNTAIN HOME								
2009	15	82%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
377th MED GRP-KIRTLAND								
2009	132	87%	92%	77%	83%	94%	96%	76%
2008	--	--	--	--	--	--	--	--
460th MED GRP-BUCKLEY AFB								
2009	274	90%	82%	72%	94%	95%	94%	86%
2008	--	--	--	--	--	--	--	--
509th MED GRP-WHITEMAN								
2009	62	88%	95%	65%	100%	*	100%	78%
2008	--	--	--	--	--	--	--	--
AHC MCAFEE-WHITE SANDS MSL RAN								
2009	35	96%	*	*	93%	100%	100%	92%
2008	--	--	--	--	--	--	--	--
ALASKA								
2009	39	80%	86%	74%	*	*	94%	25%
2008	--	--	--	--	--	--	--	--
ARIZONA-EXCLUDING YUMA AREA								
2009	145	92%	86%	88%	85%	95%	97%	85%
2008	--	--	--	--	--	--	--	--
BASSETT ACH-FT. WAINWRIGHT								
2009	4	*	--	*	--	--	*	*
2008	--	--	--	--	--	--	--	--
BMC BARSTOW								
2009	30	78%	*	*	84%	*	91%	70%
2008	--	--	--	--	--	--	--	--
BMC KEYPORT								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
BMC MCAS KANE OHE BAY								
2009	25	76%	*	71%	*	*	90%	61%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR									
2009		114	82%	75%	78%	72%	90%	88%	74%
2008		--	--	--	--	--	--	--	--
BMC YUMA									
2009		68	83%	*	88%	83%	77%	84%	82%
2008		--	--	--	--	--	--	--	--
CIV EMP HLTH CLINIC-PUEBLO									
2009		23	86%	--	*	*	93%	83%	*
2008		--	--	--	--	--	--	--	--
COLORADO									
2009		111	90%	84%	75%	97%	90%	98%	81%
2008		--	--	--	--	--	--	--	--
EVANS ACH-FT. CARSON									
2009		17	77%	*	*	*	*	*	*
2008		--	--	--	--	--	--	--	--
HAWAII									
2009		31	91%	*	78%	*	*	87%	95%
2008		--	--	--	--	--	--	--	--
IOWA-EXCLUDING QUAD CITIES									
2009		280	81%	86%	79%	88%	78%	88%	70%
2008		--	--	--	--	--	--	--	--
IRWIN ACH-FT. RILEY									
2009		75	88%	88%	79%	95%	*	91%	83%
2008		--	--	--	--	--	--	--	--
KANSAS									
2009		161	84%	79%	75%	97%	82%	92%	72%
2008		--	--	--	--	--	--	--	--
L. WOOD ACH-FT. LEONARD WOOD									
2009		44	87%	*	76%	93%	*	94%	81%
2008		--	--	--	--	--	--	--	--
MADIGAN AMC-FT. LEWIS									
2009		44	91%	*	57%	100%	100%	92%	91%
2008		--	--	--	--	--	--	--	--
MINNESOTA									
2009		400	89%	87%	84%	93%	90%	93%	82%
2008		--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Total	Active Duty	Active Duty Family Members	Percent Yes		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
MONTANA								
2009	154	91%	67%	89%	88%	95%	96%	82%
2008	--	--	--	--	--	--	--	--
MONTEREY AHC								
2009	139	80%	82%	71%	92%	83%	91%	70%
2008	--	--	--	--	--	--	--	--
MUNSON AHC-FT. LEAVENWORTH								
2009	118	82%	89%	74%	93%	82%	88%	78%
2008	--	--	--	--	--	--	--	--
NBHC CORONADO								
2009	23	81%	*	71%	*	*	82%	*
2008	--	--	--	--	--	--	--	--
NBHC EL CENTRO								
2009	12	85%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC FALLON								
2009	17	90%	*	--	*	*	*	78%
2008	--	--	--	--	--	--	--	--
NBHC MCB CAMP H.M. SMITH								
2009	29	86%	*	70%	*	*	*	81%
2008	--	--	--	--	--	--	--	--
NBHC MCRD SAN DIEGO								
2009	5	*	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC NAS NORTH ISLAND								
2009	2	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
NBHC NAS POINT MUGU								
2009	45	90%	*	71%	*	95%	90%	90%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SAN DIEGO								
2009	21	75%	*	81%	*	*	94%	*
2008	--	--	--	--	--	--	--	--
NBHC NAVWPNCEN CHINA LAKE								
2009	12	72%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Percent Yes						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC NTC SAN DIEGO								
2009	2	*	--	*	--	--	*	--
2008	--	--	--	--	--	--	--	--
NBHC PORT HUENEME								
2009	81	84%	77%	76%	71%	96%	90%	81%
2008	--	--	--	--	--	--	--	--
NBHC PUGET SOUND								
2009	36	84%	*	81%	95%	80%	83%	84%
2008	--	--	--	--	--	--	--	--
NBHC SUBASE BANGOR								
2009	32	76%	*	*	85%	70%	89%	61%
2008	--	--	--	--	--	--	--	--
NEBRASKA								
2009	154	88%	85%	81%	81%	94%	92%	80%
2008	--	--	--	--	--	--	--	--
NEVADA								
2009	92	92%	82%	87%	88%	96%	96%	88%
2008	--	--	--	--	--	--	--	--
NEW MEXICO								
2009	80	94%	100%	97%	97%	92%	100%	84%
2008	--	--	--	--	--	--	--	--
NH BREMERTON								
2009	6	*	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NH CAMP PENDLETON								
2009	177	84%	100%	76%	77%	98%	89%	78%
2008	--	--	--	--	--	--	--	--
NH LEMOORE								
2009	75	83%	82%	91%	86%	80%	88%	79%
2008	--	--	--	--	--	--	--	--
NH OAK HARBOR								
2009	41	92%	*	66%	*	100%	100%	78%
2008	--	--	--	--	--	--	--	--
NH TWENTYNINE PALMS								
2009	49	86%	*	72%	76%	94%	79%	89%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Total	Active Duty	Active Duty Family Members	Percent Yes		Primary Care	Specialty Care
					Retirees and Family Members Under 65	Retirees and Family Members 65+		
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NHCL EVERETT								
2009	172	81%	92%	75%	80%	83%	86%	75%
2008	--	--	--	--	--	--	--	--
NMC SAN DIEGO								
2009	36	89%	*	69%	*	100%	82%	97%
2008	--	--	--	--	--	--	--	--
NORTH DAKOTA								
2009	89	84%	85%	77%	83%	90%	94%	62%
2008	--	--	--	--	--	--	--	--
NORTHERN CALIFORNIA								
2009	333	86%	87%	78%	88%	88%	92%	80%
2008	--	--	--	--	--	--	--	--
NORTHERN IDAHO								
2009	32	92%	*	*	77%	100%	96%	*
2008	--	--	--	--	--	--	--	--
OREGON								
2009	384	88%	83%	80%	94%	88%	92%	84%
2008	--	--	--	--	--	--	--	--
R W BLISS AHC-FT. HUACHUCA								
2009	70	84%	*	88%	89%	79%	87%	80%
2008	--	--	--	--	--	--	--	--
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	156	90%	82%	74%	96%	90%	93%	86%
2008	--	--	--	--	--	--	--	--
SCHOFIELD BARRACKS AHC								
2009	18	61%	*	76%	*	*	*	54%
2008	--	--	--	--	--	--	--	--
SD E COUNTY PRIMARY CARE CLIN								
2009	112	82%	*	88%	86%	77%	94%	69%
2008	--	--	--	--	--	--	--	--
SOLDIER FAMILY MED CLIN BIGGS								
2009	36	87%	*	71%	*	*	91%	83%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Percent Yes						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
SOUTH DAKOTA								
2009	110	82%	72%	80%	89%	82%	95%	64%
2008	--	--	--	--	--	--	--	--
SOUTHERN CALIFORNIA								
2009	189	92%	81%	83%	93%	96%	94%	89%
2008	--	--	--	--	--	--	--	--
SOUTHERN IDAHO								
2009	195	90%	88%	77%	92%	95%	93%	86%
2008	--	--	--	--	--	--	--	--
TMC CONTRACT SPARTA-FT. MCCOY								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON								
2009	9	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
TMC-1-SCHOF 25th-SCHOFIELD BKS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CHULA VISTA								
2009	74	82%	*	73%	85%	87%	89%	74%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CLAIREMONT								
2009	84	82%	*	61%	92%	100%	82%	81%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-OCEANSIDE								
2009	100	85%	*	74%	88%	91%	86%	83%
2008	--	--	--	--	--	--	--	--
TRIPLER AMC-FT SHAFTER								
2009	77	83%	81%	93%	87%	72%	99%	71%
2008	--	--	--	--	--	--	--	--
UTAH								
2009	127	83%	72%	83%	86%	83%	91%	72%
2008	--	--	--	--	--	--	--	--
WASHINGTON								
2009	150	87%	92%	79%	87%	87%	91%	80%
2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

			Percent Yes						
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
WEED ACH-FT. IRWIN									
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
WESTERN MISSOURI									
	2009	339	94%	82%	95%	95%	94%	98%	86%
	2008	--	--	--	--	--	--	--	--
WESTERN TEXAS									
	2009	--	--	--	--	--	--	--	--
	2008	--	--	--	--	--	--	--	--
WILLIAM BEAUMONT AMC-FT. BLISS									
	2009	80	92%	75%	92%	94%	92%	99%	84%
	2008	--	--	--	--	--	--	--	--
WYOMING									
	2009	26	79%	*	*	*	83%	86%	*
	2008	--	--	--	--	--	--	--	--
YUMA PROVING GROUND AHC									
	2009	1	*	--	--	*	--	*	--
	2008	--	--	--	--	--	--	--	--



## TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region West

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Total	Proportion Not a Problem					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
<b>MHS Wide</b>								
2009	11356.5	66%	57%	59%	68%	82%	66%	66%
2008	7665.5	64%	53%	59%	65%	83%	65%	64%
<b>Overall - Direct Care</b>								
2009	4858	58%	57%	57%	64%	75%	57%	60%
2008	2480.5	56%	53%	58%	63%	80%	56%	56%
<b>Direct Care - CONUS <sup>2</sup></b>								
2009	4415	58%	57%	57%	65%	75%	57%	60%
2008	2202.5	56%	52%	58%	63%	81%	56%	56%
<b>Direct Care - OCONUS</b>								
2009	443	57%	55%	64%	55%	72%	56%	60%
2008	278	59%	57%	58%	65%	70%	61%	56%
<b>Overall - Purchased Care</b>								
2009	6498.5	71%	57%	60%	68%	83%	72%	70%
2008	5185	70%	57%	60%	66%	83%	71%	68%
<b>Purchased Care - North Region <sup>3</sup></b>								
2009	1969	72%	56%	61%	68%	85%	72%	71%
2008	1604	69%	56%	61%	64%	83%	71%	66%
<b>Purchased Care - South Region <sup>3</sup></b>								
2009	2610	70%	55%	59%	68%	80%	72%	69%
2008	2052	71%	59%	59%	67%	83%	72%	69%
<b>Purchased Care - West Region <sup>3</sup></b>								
2009	1858.5	72%	61%	61%	70%	84%	73%	71%
2008	1447	69%	57%	61%	64%	83%	71%	68%
<b>Purchased Care - U.S. Family Health Plan</b>								
2009	61	73%	--	*	70%	79%	74%	69%
2008	82	68%	--	49%	64%	78%	73%	61%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note. "--" no response for the reporting period

Note. Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

# TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 2 - Mental Health Care

			Proportion Not a Problem						
				Active Duty	Active Duty Family Members	Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses									
Total									
Active Duty									
Active Duty Family Members									
Family Members Under 65									
Retirees and Family Members 65+									
Primary Care									
Specialty Care									
3rd MED GRP-ELMENDORF									
2009	14	75%	*	*	*	*	*	*	71%
2008	4	*	*	--	--	*	*	*	--
5th MED GRP-MINOT									
2009	4	*	*	*	--	--	--	--	*
2008	2	*	--	*	*	--	--	--	*
9th MED GRP-BEALE									
2009	24.5	74%	*	*	*	*	*	72%	*
2008	33	77%	--	70%	68%	*	*	76%	79%
10th MED GROUP-USAF ACADEMY CO									
2009	24	85%	*	*	*	*	*	*	82%
2008	23	95%	*	*	*	*	*	*	94%
15th MED GRP-HICKAM									
2009	1	*	--	*	--	--	--	*	--
2008	--	--	--	--	--	--	--	--	--
21st MED GRP-PETERSON									
2009	30.5	65%	60%	70%	*	*	*	*	61%
2008	18	81%	--	*	*	*	*	*	82%
22nd MED GRP-MCCONNELL									
2009	19	95%	*	*	*	*	*	93%	*
2008	20	87%	*	*	*	*	*	99%	75%
27th SPEC OPS MED GRP-CANNON									
2009	6	*	*	*	*	--	--	*	*
2008	5	*	*	*	*	--	--	*	*
28th MED GRP-ELLSWORTH									
2009	16	80%	*	*	*	*	*	*	93%
2008	7.5	*	*	*	*	*	*	*	*
30th MED GRP-VANDENBERG									
2009	17	71%	*	*	*	*	*	*	81%
2008	13	76%	*	*	*	*	*	*	*
49th MED GRP-HOLLOMAN									
2009	3	*	*	*	*	--	--	*	*
2008	4	*	--	*	*	*	*	*	*
55th MED GRP-OFFUTT									
2009	47.5	70%	79%	65%	64%	*	*	69%	70%
2008	22.5	86%	*	*	*	*	*	80%	93%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Total	Active Duty	Proportion Not a Problem					Specialty Care
				Active Duty Family Members	Family Members Under 65	Retirees and Family Members 65+	Retirees and Family Members 65+	Primary Care	
56th MED GRP-LUKE									
2009	61.5	77%	73%	*	70%	89%	77%	77%	
2008	71.5	78%	78%	*	70%	90%	77%	79%	
60th MED GRP-TRAVIS									
2009	36.5	68%	41%	*	*	76%	80%	60%	
2008	32	57%	*	*	*	83%	55%	58%	
61st MED GROUP-LOS ANGELES									
2009	59	71%	70%	52%	74%	75%	77%	65%	
2008	59.5	62%	*	43%	53%	76%	65%	61%	
62nd MED SQUAD-MCCHORD									
2009	35.5	76%	*	60%	*	*	76%	77%	
2008	21.5	86%	*	*	*	*	81%	*	
75th MED GRP-HILL									
2009	49	66%	66%	80%	*	*	80%	58%	
2008	38	60%	*	58%	*	*	63%	58%	
90th MED GRP-F.E. WARREN									
2009	15	71%	*	*	*	*	*	71%	
2008	16	67%	*	*	*	*	*	*	
92nd MED GRP-FAIRCHILD									
2009	26	93%	80%	*	*	*	91%	94%	
2008	30	68%	*	64%	*	*	82%	54%	
95th MED GRP-EDWARDS									
2009	5	*	*	*	*	--	*	*	
2008	3	*	*	*	*	--	--	*	
99th MED GRP-O'CALLAGHAN HOSP									
2009	27.5	68%	*	51%	*	*	58%	76%	
2008	23	69%	*	*	*	90%	81%	57%	
319th MED GRP-GRAND FORKS									
2009	4	*	*	*	--	--	*	*	
2008	4.5	*	*	*	--	*	--	*	
341st MED GRP-MALMSTROM									
2009	10	69%	*	*	*	--	*	*	
2008	3	*	--	--	*	*	--	*	
354th MED GRP-EIELSON									
2009	3	*	*	*	*	--	--	*	
2008	2	*	*	--	--	*	--	*	

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

**Domain: DoD Composites**

**Composite 2 - Mental Health Care**

	Responses	Total	Proportion Not a Problem						
			Active Duty	Active Duty Family Members	Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
355th MED GRP-DAVIS MONTHAN									
2009	43.5	73%	72%	72%	68%	*	75%	72%	
2008	34.5	60%	*	*	49%	72%	67%	54%	
366th MED GRP-MOUNTAIN HOME									
2009	1	*	--	*	--	--	*	--	
2008	3	*	--	*	--	--	*	*	
377th MED GRP-KIRTLAND									
2009	21	72%	*	*	*	*	70%	*	
2008	16	48%	*	*	*	*	*	*	
460th MED GRP-BUCKLEY AFB									
2009	39.5	56%	64%	*	44%	*	52%	61%	
2008	41.5	68%	*	*	64%	84%	54%	78%	
509th MED GRP-WHITEMAN									
2009	5	*	*	*	*	*	*	*	
2008	7	*	--	*	*	*	*	*	
AHC MCAFEE-WHITE SANDS MSL RAN									
2009	6	*	*	*	*	--	*	*	
2008	3	*	--	*	*	*	*	*	
ALASKA									
2009	8.5	*	*	*	*	*	*	*	
2008	1	*	--	*	--	--	*	--	
ARIZONA-EXCLUDING YUMA AREA									
2009	12	53%	*	--	*	*	*	*	
2008	23	57%	--	*	65%	53%	82%	35%	
BASSETT ACH-FT. WAINWRIGHT									
2009	2	*	--	*	--	--	--	*	
2008	--	--	--	--	--	--	--	--	
BMC BARSTOW									
2009	7.5	*	*	*	*	--	*	*	
2008	6	*	--	*	*	*	*	*	
BMC KEYPORT									
2009	1	*	--	--	*	--	--	*	
2008	--	--	--	--	--	--	--	--	
BMC MCAS KANEOHE BAY									
2009	4	*	--	*	*	--	*	*	
2008	4	*	*	*	--	--	*	*	

(continued)

# TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Total	Proportion Not a Problem					
			Active Duty	Active Duty Family Members	Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BMC MCAS MIRAMAR								
2009	35	79%	*	77%	*	*	83%	77%
2008	24.5	71%	*	61%	*	*	64%	77%
BMC YUMA								
2009	10	82%	*	*	*	*	*	*
2008	6	*	*	*	*	*	*	*
CIV EMP HLTH CLINIC-PUEBLO								
2009	6	*	--	*	*	*	*	*
2008	1	*	--	--	--	*	--	*
COLORADO								
2009	19.5	81%	*	*	*	*	73%	*
2008	14	84%	*	*	*	*	92%	*
EVANS ACH-FT. CARSON								
2009	7	*	*	*	--	*	*	*
2008	2	*	--	*	--	*	*	*
HAWAII								
2009	8	*	*	*	*	--	*	*
2008	5	*	*	*	*	--	*	*
IOWA-EXCLUDING QUAD CITIES								
2009	50	72%	89%	47%	63%	89%	55%	94%
2008	48.5	75%	*	75%	*	*	73%	80%
IRWIN ACH-FT. RILEY								
2009	26	84%	63%	*	*	*	*	85%
2008	8	*	*	*	*	*	*	*
KANSAS								
2009	28.5	79%	*	*	*	*	75%	*
2008	25	68%	*	*	*	*	63%	*
L. WOOD ACH-FT. LEONARD WOOD								
2009	6	*	*	*	--	*	*	*
2008	8.5	*	*	*	*	*	*	*
MADIGAN AMC-FT. LEWIS								
2009	10	66%	--	*	*	*	*	*
2008	7.5	*	--	--	*	*	*	*
MINNESOTA								
2009	76.5	71%	76%	57%	54%	86%	80%	57%
2008	67	70%	40%	54%	81%	82%	66%	75%

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

**Domain: DoD Composites**

**Composite 2 - Mental Health Care**

	Responses	Total	Proportion Not a Problem						
			Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care	
MONTANA									
2009	22.5	79%	*	*	*	*	81%	76%	
2008	28	64%	*	*	*	*	64%	64%	
MONTEREY AHC									
2009	22	70%	*	45%	*	*	*	63%	
2008	15	53%	*	*	*	*	*	*	
MUNSON AHC-FT. LEAVENWORTH									
2009	18	76%	*	*	*	*	*	*	
2008	10	54%	*	*	*	*	*	*	
NBHC CORONADO									
2009	6	*	--	*	--	*	*	*	
2008	2	*	--	*	--	--	*	*	
NBHC EL CENTRO									
2009	4	*	*	*	--	*	*	*	
2008	3	*	*	*	*	--	*	*	
NBHC FALLON									
2009	2	*	*	--	--	--	--	*	
2008	3	*	--	*	--	*	*	*	
NBHC MCB CAMP H.M. SMITH									
2009	10	68%	*	*	--	*	*	*	
2008	4	*	--	*	--	*	*	*	
NBHC MCRD SAN DIEGO									
2009	1	*	--	*	--	--	--	*	
2008	6.5	*	--	*	*	*	*	*	
NBHC NAS NORTH ISLAND									
2009	--	--	--	--	--	--	--	--	
2008	--	--	--	--	--	--	--	--	
NBHC NAS POINT MUGU									
2009	4	*	--	*	*	--	*	*	
2008	3	*	*	--	*	--	--	*	
NBHC NAVSTA SAN DIEGO									
2009	1	*	--	*	--	--	*	--	
2008	4	*	--	*	--	--	*	*	
NBHC NAVWPNCEN CHINA LAKE									
2009	--	--	--	--	--	--	--	--	
2008	1	*	--	*	--	--	--	*	

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 2 - Mental Health Care

			Proportion Not a Problem						
				Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Responses									
Total									
Active Duty									
Active Duty Family Members									
Family Members Under 65									
Family Members 65+									
Primary Care									
Specialty Care									
NBHC NTC SAN DIEGO									
2009	--	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--	--
NBHC PORT HUENEME									
2009	11.5	88%	*	*	*	*	*	*	*
2008	13	70%	*	*	*	*	*	*	*
NBHC PUGET SOUND									
2009	4	*	--	*	*	*	*	--	*
2008	7	*	--	*	*	*	*	*	*
NBHC SUBASE BANGOR									
2009	9	*	*	*	*	*	*	*	*
2008	5	*	--	*	*	*	*	*	*
NEBRASKA									
2009	31	88%	*	*	*		96%	88%	*
2008	14.5	75%	*	*	*	*	*	79%	*
NEVADA									
2009	18.5	91%	*	*	*	*	*	*	95%
2008	12	67%	*	*	*	*	*	*	*
NEW MEXICO									
2009	14	74%	*	*	*	*	*	67%	*
2008	8	*	--	*	*	*	--	*	*
NH BREMERTON									
2009	--	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--	--
NH CAMP PENDLETON									
2009	28	75%	*	78%	*	*	*	73%	76%
2008	29.5	70%	*	63%	*	*	*	70%	70%
NH LEMOORE									
2009	18	56%	*	*	*	*	*	*	*
2008	12.5	62%	*	*	*	*	*	*	*
NH OAK HARBOR									
2009	9	*	*	*	*	*	*	*	*
2008	4.5	*	*	*	*	*	*	*	*
NH TWENTYNINE PALMS									
2009	9.5	*	*	*	*	*	*	*	*
2008	3	*	--	*	--	*	*	*	*

(continued)

# TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 2 - Mental Health Care

			Proportion Not a Problem					
			Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Responses			Total					
NHC HAWAII								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
NHCL EVERETT								
2009	39	77%	52%	54%	86%	*	81%	74%
2008	27	61%	*	40%	*	*	68%	56%
NMC SAN DIEGO								
2009	8.5	*	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NORTH DAKOTA								
2009	17	68%	*	*	*	*	*	*
2008	9	*	*	*	*	--	*	*
NORTHERN CALIFORNIA								
2009	59.5	57%	40%	36%	38%	86%	66%	43%
2008	58.5	67%	26%	70%	63%	85%	73%	60%
NORTHERN IDAHO								
2009	9.5	*	*	--	*	*	*	*
2008	10	81%	--	*	*	*	*	*
OREGON								
2009	92	67%	65%	43%	65%	76%	58%	76%
2008	61	68%	53%	49%	68%	77%	70%	65%
R W BLISS AHC-FT. HUACHUCA								
2009	16.5	64%	*	*	*	*	*	*
2008	10	58%	*	*	*	*	*	*
RICHARDS-GEBAUR CL-KANSAS CITY								
2009	36	86%	41%	*	86%	*	*	86%
2008	16	72%	*	*	*	*	*	62%
SCHOFIELD BARRACKS AHC								
2009	4.5	*	*	*	*	*	*	*
2008	2	*	--	*	*	--	--	*
SD E COUNTY PRIMARY CARE CLIN								
2009	17	73%	--	*	*	*	*	*
2008	12	68%	--	*	*	*	*	*
SOLDIER FAMILY MED CLIN BIGGS								
2009	5	*	*	*	--	*	*	*
2008	4	*	--	*	--	*	*	*

(continued)



# TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 2 - Mental Health Care

			Proportion Not a Problem						
				Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Responses									
Total									
SOUTH DAKOTA									
2009	19	79%	*	*	*	*	*	*	90%
2008	10.5	67%	*	*	*	--	*	*	*
SOUTHERN CALIFORNIA									
2009	29	77%	*	*	*	*	81%	74%	
2008	32	76%	*	*	74%	80%	83%	65%	
SOUTHERN IDAHO									
2009	43.5	72%	67%	*	64%	*	74%	68%	
2008	34	63%	44%	*	67%	*	67%	60%	
TMC CONTRACT SPARTA-FT. MCCOY									
2009	--	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--	--
TMC FT. RICHARDSON									
2009	3	*	--	*	--	--	*	*	
2008	--	--	--	--	--	--	--	--	--
TMC-1-SCHOF 25th-SCHOFIELD BKS									
2009	--	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT-CHULA VISTA									
2009	13	90%	--	*	*	*	95%	*	
2008	11	94%	--	*	*	*	*	*	*
TRICARE OUTPATIENT-CLAIREMONT									
2009	23	74%	--	72%	*	--	86%	58%	
2008	9.5	*	--	*	*	*	*	*	*
TRICARE OUTPATIENT-OCEANSIDE									
2009	27	66%	*	57%	*	*	73%	61%	
2008	21	58%	*	*	*	*	*	50%	
TRIPLER AMC-FT SHAFTER									
2009	14	57%	*	*	*	*	*	62%	
2008	13	70%	*	*	*	*	*	58%	
UTAH									
2009	22	77%	*	*	*	*	83%	*	
2008	15.5	63%	*	*	*	*	*	*	*
WASHINGTON									
2009	46.5	59%	52%	*	*	*	73%	41%	
2008	33	62%	*	36%	72%	*	68%	45%	

(continued)

## TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region West

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Proportion Not a Problem							
		Total	Active Duty	Retirees and		Retirees and		Primary Care	Specialty Care
				Active Duty Family Members	Family Members Under 65	Family Members 65+	Family Members 65+		
WEED ACH-FT. IRWIN									
2009	1	*	*	--	--	--	*	--	
2008	1	*	*	--	--	--	*	--	
WESTERN MISSOURI									
2009	81	84%	57%	67%	90%	86%	85%	82%	
2008	35.5	74%	*	*	72%	*	73%	75%	
WESTERN TEXAS									
2009	--	--	--	--	--	--	--	--	
2008	--	--	--	--	--	--	--	--	
WILLIAM BEAUMONT AMC-FT. BLISS									
2009	12.5	74%	*	*	*	*	*	*	
2008	7.5	*	--	*	--	*	*	*	
WYOMING									
2009	2	*	--	--	*	*	*	--	
2008	5.5	*	--	*	*	*	*	*	
YUMA PROVING GROUND AHC									
2009	1	*	--	--	--	*	*	--	
2008	--	--	--	--	--	--	--	--	

# **Appendix A:**

## **Methodology Report**



## **Methodology Report**

### **Background**

The TRICARE Outpatient Satisfaction Survey (TROSS) assesses beneficiary satisfaction with outpatient care received through the Direct Care system (worldwide) and the Purchased Care network (within the United States). The survey, which is modeled after the Clinician & Group Consumer Assessment of Healthcare Providers and Systems (C & G CAHPS), asks adult beneficiaries about their experiences as an outpatient, and asks sponsors of child beneficiaries about their child's outpatient experiences. It focuses on access to care, doctor or provider communication, and courtesy and effectiveness of the staff at the doctor's office.

This report presents results for 2009 based on patient visits from May 2008 through April 2009. Prior year data are presented for comparison. Months and years noted in this report reflect the month of the encounter, rather than the month of fielding.

### **Overview of the TROSS Program**

The primary objective of the TROSS is to collect reliable data on beneficiaries' perceptions of their outpatient experiences. Each quarter, a Civilian Benchmark survey was conducted using members of Synovate's Consumer Opinion Panel who have recently seen a provider for themselves or their child. The 2009 Civilian Benchmark data are intended to assist leadership efforts in sustaining and improving quality health care.

TROSS results, quarterly data files, and Civilian Benchmark comparisons are available through an interactive Web site. Web-based reports provide TRICARE regional offices, the Services, and MTF commanders with a comprehensive description of beneficiaries' satisfaction with outpatient care. Purchased Care reports are broken out by provider region and military treatment facility service areas. Direct Care reports are broken out by Service and include further breakouts by military treatment facility. Civilian Benchmarks are provided for key questions.

### **TROSS Survey Methods**

The TROSS project has two components. Purchased Care beneficiaries receive care from civilian providers who are part of the Military Health System network within the United States. Direct Care component beneficiaries have received care at MTFs worldwide.

Sampling. The TROSS is conducted monthly. The following visit types are included in the sample:

- Children between the ages of 0-11;
- Adults 18 years or older at the time of the encounter;
- Outpatient visits at a MTF (clinic or hospital) or civilian network facility (excludes cancellations, left without being seen, no-shows, denied claims, pharmacy claims, and telephone consults); and
- Eligible for contact – not included on the No Contact List, Recently Deceased file, or MDR Death file (for 12 months following date of death).

The following encounters were excluded from the sample:

- Psychiatric, substance abuse, or OBGYN (if less than 11 years of age), primary diagnosis code at the time of discharge or related provider specialty code;
- Laboratory, radiology, pathology, or anesthesiology provider specialty or provider type of care code;
- In cases where a single individual had multiple outpatient encounters during the month, all but the most recent encounter are excluded;
- Encounters for which provider information is incomplete;
- Duplicate records;
- Blank beneficiary category;
- Providers listed with a name of lab or laboratory;
- Those previously sampled within the past six months for either Purchased Care or Direct Care;
- Respondents with no age in the sample extract; and
- Incomplete provider information.

Sampling Strategy – Purchased Care. Approximately 8 weeks after the end of each calendar month, a list of all relevant Purchased Care outpatient visits made in that month is compiled based on claims submitted by providers. This list serves as the sample frame for the monthly Purchased Care survey.

After exclusions are applied, two samples are drawn. First, a sample is drawn to be surveyed by telephone. A stratified random sample is selected within region and beneficiary category. The telephone sample process excludes records with either no phone number or an invalid phone number. After the telephone sample is selected, the mail study selects beneficiaries with a valid mailing address and zip code from the remaining pool of records. The Purchased Care Mail is also a stratified random sample using region, enrollment area, and beneficiary category as strata. Active Duty beneficiaries are over sampled due to their lower yield rates. This allows the composition of respondents to more closely resemble the TROSS Purchased Care population.

Sample Numbers – Purchased Care. In January 2009, the sampling plan for the TROSS was reallocated to allow for an equal rate of returns between Direct and Purchased Care. Since the large majority of active duty and their dependents are in the Direct Care, and one of the goals of reporting on the TROSS is to get sufficient returns ( $n = 30$ ) for approximately 150 MTFs in Direct Care, the Direct Care sample was increased, and the Purchased Care sample was decreased starting with October 2008 encounters.

Table A1 presents the numbers of individuals sampled in Purchased Care by month for the mail survey administration. The sampling process is dynamic to account for the monthly fluctuations in encounter volume.

**Table A1. Month of Purchased Care Sample by Provider Region and USFHP**

Encounter Month	Total Mail *	North	South	West	Overseas	USFHP
May 2008	18,755	5,708	7,516	5,289	2	169
June 2008	18,755	5,610	7,600	5,305	4	165
July 2008	18,755	5,779	7,582	5,217	0	109
August 2008	18,755	5,682	7,647	5,264	4	126
September 2008	18,755	5,755	7,583	5,251	2	139
October 2008 *	17,750	5,323	7,239	5,036	3	149
November 2008	17,932	5,402	7,307	5,066	2	155
December 2008	17,932	5,503	7,240	5,028	4	157
January 2009	17,932	5,426	7,324	5,086	3	93
February 2009	18,032	5,418	7,402	5,119	4	89
March 2009	18,032	5,436	7,381	5,128	3	84
April 2009	18,032	5,425	7,375	5,100	2	130
<b>TOTAL</b>	219,417	66,467	89,196	61,889	33	1,565

*Note* - A new structure for Purchased Care is reflected in the 2009 reports. Provider Region variable designations are not available for 267 sample records in the May through September 2008 waves; however data are included in Total for each month. USFHP classifications are based on Parent DMIS.

\* NCOA address cleaning was incorporated with the October 2008 sample for Purchased Care TROSS survey. Starting with the November 2008 sample, records pulled for sample and then identified by the U.S. Postal Service as "relocated without a forwarding address" were dropped prior to sending the first mailing. Totals include the number sampled.

### Survey Instrument

Though the TROSS project has been ongoing for several years, a new instrument was designed and adopted in 2007. Adapted from the Clinician and Group Consumer Assessment Health Plans Survey (C & G CAHPS), the questionnaire focuses on: (1) access to care, (2) doctor or provider communication and courtesy, (3) effectiveness of the clerks/receptionists at the doctor's office, and (4) overall satisfaction with TRICARE. In addition to standard CAHPS questions, it contains a number of questions specific to DoD to allow for trending key items from previous outpatient satisfaction surveys. It also includes several demographic items. Administration guidelines follow the most current instructions from the CAHPS Quality Assurance Guidelines.

Versions of the Instrument. The Purchased and Direct Care survey instruments have four versions: Mail Adult, Mail Child, Phone Adult, and Phone Child.

The Mail Adult and Mail Child versions comprise 57 and 56 questions, respectively. Both versions include 4 questions regarding mental health, 5 health care questions common to all Department of Defense surveys, and 37 questions from the Clinician & Group CAHPS Adult

Primary Care survey. Of these 37 questions, 13 questions make up the three CAHPS Composites: 5 are on Access to Care, 6 are on Doctor Communication, and 2 are on Office Staff.

Differences between the TROSS Mail Adult and Mail Child versions are minimal. The CAHPS questions have standard versions for both adults and children, and these are used as appropriate. Other questions have slight variations in wording to pertain to either adults or children (see Appendix C for the Adult version). The questionnaires are also available on the TROSS reporting Web site.

Customization of Survey Documents. Survey materials are personalized in the following ways.

- Child survey booklets include the child's name, the provider's name, and the visit date. Cover letters sent with child surveys include the child's name, address, survey ID number, and password for the Web site.
- Adult survey booklets include the provider's name and the visit date. Cover letters sent with the adult surveys included the recipient's name, rank, address, survey ID, and password for the Web site.

Internet Survey Design. The cover letters for both survey mailings contain the URL, as well as unique login and password information for each sampled beneficiary. Beneficiaries who elect to complete the survey via Internet log into a secure, Synovate-hosted Web site.

Sampled beneficiaries have a 45-minute window to complete the Internet survey. It takes respondents approximately 11 minutes to complete the survey. If a respondent quits during the survey, he or she is able to log back in to the beginning and finish. However, after all questions have been completed, answers cannot be reviewed or revised.

## **Data Collection**

Each month, a new sample of beneficiaries is sent a survey packet consisting of a cover letter, a four-page questionnaire booklet, and a postage-paid return envelope. Recipients can complete the survey in either of two ways: by filling out the questionnaire and returning it by mail, or by going to a Web site and completing the survey online. The mail and Internet versions of the questionnaire are exactly the same. The address of the Web site, a username, and password are included in the cover letter. A second survey packet is sent to beneficiaries who have not responded by mail or Internet 21 days after the mailing of the first packet.

General Timeline. Table A2 provides the timeline for the TROSS Mail study based on the average calendar days. From the time Synovate receives the monthly extract file, the first survey packet is mailed out in approximately 13 calendar days. Roughly 21 days after the first mailing, Synovate sends the second mailing to those who have not responded. Field ends for the Mail portion of this study approximately 55 calendar days after receiving the monthly extract file.



**Table A2. TROSS Mail Timeline**

Action	Direct Care	Purchased Care
Date of last possible encounter until sample frame received	12 days	54 days
Monthly extract frame received	0 days	0 days
Packet 1 mailed	13 days	13 days
Packet 2 mailed	34 days	34 days
End of field	55 days	55 days

Purchased Care Schedule. In general, samples are drawn about 8 weeks after the end of the calendar month in which outpatient encounters occurred, and data collection proceed according to the fielding schedule. The actual schedule of survey administration in for 28 September 2008 through 27 September 2009 is shown in Table A3.

**Table A3. TROSS 2009 Purchased Care Mail Fielding Schedule**

Encounter Month	Sample Delivery	Mailing 1	Mailing 2	Field Close	Data Compiled
May 2008	22-Jul-08	6-Aug-08	27-Aug-08	17-Sep-08	2-Oct-08
June 2008 *	26-Aug-08	5-Oct-08	28-Oct-08	5-Nov-08	7-Nov-08
July 2008 **	25-Sep-08	15-Oct-08	5-Nov-08	26-Nov-08	5-Dec-08
August 2008	28-Oct-08	10-Nov-08	2-Dec-08	22-Dec-08	5-Jan-09
September 2008 **	17-Nov-08	2-Dec-08	17-Dec-08	12-Jan-09	16-Jan-09
October 2008	19-Dec-08	9-Jan-09	3-Feb-09	23-Feb-09	6-Mar-09
November 2008 ***	27-Jan-09	9-Feb-09	2-Mar-09	23-Mar-09	3-Apr-09
December 2008 ***	24-Feb-09	9-Mar-09	30-Mar-09	20-Apr-09	8-May-09
January 2009	24-Mar-09	7-Apr-09	27-Apr-09	18-May-09	22-May-09
February 2009	22-Apr-09	1-May-09	22-May-09	15-Jun-09	3-Jul-09
March 2009	26-May-09	8-Jun-09	29-Jun-09	20-Jul-09	7-Aug-09
April 2009	23-Jun-09	6-Jul-09	27-Jul-09	17-Aug-09	21-Aug-09

\* Field period for the Mail Component of the Purchased Care June 2008 sample was shortened from 6 weeks to 4 weeks.

\*\* DOD-Wide questions and question 24a were incorporated into the July 2008 sample for the Internet component and September 2008 of the Purchased Care TROSS survey. Subsequent waves include DOD-Wide questions, respectively.

\*\*\* Full text of Privacy Statement was incorporated into the November 2008 sample for the Internet component and December 2008 of the Mail Purchased Care TROSS survey.

## **Data Processing**

Scanning of Mail Returns and Data Entry. Mail returns are scanned to generate electronic images, and optical character recognition (OCR) software is then applied to all handwritten checkmarks and numeric characters. Any characters or marks that are identified with less than 90% confidence by OCR are directed to a human coder, who reviews the image and enters the information by hand. Responses to open-end questions are entered by human data processors.

Most of the questions on the TROSS questionnaires are designed to accept one response only. In cases where multiple responses are marked, the conflict is resolved by applying a “best mark” rule in conjunction with a look at previous marks on the questionnaire (to ascertain how the respondent tends to mark responses).

Contact Updating. Prior to the second mailing, the sample is updated to exclude:

- Sample members who completed the survey (by mail and Internet) in the two weeks following the first mailing
- Sample members who fell into one of the following categories in the two weeks following the first mailing: mail undeliverable, deceased, refused, incarcerated, ineligible, unable to complete the survey, deployed, or never saw provider.

Address updates received in time for the second mailing are included as well.

Completion Criteria. Data collection is terminated on different dates for the different modes of survey administration. Data collection by phone is terminated on the telephone field close date. Data collection by IVR is terminated after a grace period of two calendar days from the telephone field close date. Similarly, mail data collection is ended on the mail field close date, while Internet data collection is stopped after a grace period of two calendar days from the mail field close date.

The following criteria are used to determine complete returns eligible for inclusion in the data (completed surveys):

- Mail: Response to one question was sufficient.
- Internet: Respondent must have answered (responded or actively skipped) all the way through the survey.

Cleaning of Mail Data. If responses were marked on questions that should have been skipped, as determined by a response to a prior gate question, then these responses are omitted. Such responses are also omitted if the relevant gate question was simply left blank. The gate questions for the adult mail survey (see Appendix C) are questions 1, 4, 5, 7, 9, 12, 14, 19, 25, 33, 35, 37b, 39, 41, and 48. For the child mail survey (a copy of the child mail instrument is in the appendix), the gate questions are 1, 4, 5, 7, 9, 12, 14, 19, 25, 33, 35, 37b, and 47. In 2009, an additional gate question, 24a, appeared with the addition of the DOD wide questions for the adult and child surveys (See Tables A3).

Question 39 on the child questionnaire asks about the child’s age, and includes a checkbox on “Less than 1 year old” and a blank in which the respondent can write a number of years. In some cases, respondents marked inconsistent responses: a check in the box plus a written age greater than 1 year. If inspection of the whole questionnaire suggested that the respondent had answered for more than one child, then the questionnaire was excluded from the data.

There are a few “other-specify” questions on the survey. If “other” was not checked but an open ended response was given, then the open-ended response is omitted.

No imputation is performed to estimate missing data.

Cleaning of Internet Data. No cleaning to reconcile Internet data with the survey skip pattern is necessary, as responses to gate questions are mandatory in the Internet survey, and questions inconsistent with the skip pattern are never presented to the respondent. In rare instances, though, respondents utilized their ‘back’ button to go back to prior gate questions and revised responses even though subsequent questions had already been presented. In these cases, if there was inconsistency with the skip pattern, data inconsistent with gate questions is omitted. The Internet method precludes the respondents from giving multiple responses to single-response questions.

No imputation is performed to estimate missing data.

Coding of Open-End Data. Responses to other-specify items (questions 11 and 37) are back coded. If a respondent gave an open-ended response similar to one of the pre-identified list of codes, then the response is merged back into the data. Not all open-ended responses can be coded back into the pre-identified list. If a respondent gave a verbatim that was unrelated to the question, they are treated as if they had given no response. In these cases, if there are common responses, we add a new code. For quality assurance purposes, 10% of the coding is independently verified. Based on analyses of verbatim responses, a new code ‘*Not eligible for care at MTF*’ was created for question 37.

SAS data files containing all other-specify responses are provided at the end of each contract year. These data files contain sample and reporting variables, as well as all responses selected for the coded questions.

Merging and Deduplicating Respondent Data Files. Data from mail and Internet are merged and deduplicated by a “first-in” rule: The first return received from an individual is kept and subsequent returns are omitted. In cases where multiple returns are received “simultaneously” (for example, a mail return and an Internet return received on the same day), complete returns trump incomplete returns; if both returns are complete, then one is chosen arbitrarily, and the other excluded.

## **Response Rates**

Tables A4 - A8 provide the response rates for the mail/Internet component of the Purchased Care TROSS using AAPOR’s formula 1: the number of complete interviews divided by the number of interviews (complete plus partial) plus the number of non-interviews (refusal and break-off plus non-contacts plus others) plus all cases of unknown eligibility (unknown if housing unit, plus unknown other). Records returned as undeliverable or identified by the U.S. Postal Service as “relocated without a forwarding address” are excluded from the calculation.

**Table A4. Purchased Care Mail AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
May 2008	5,184	18,755	29.8%
June 2008	4,027	18,755	22.8%
July 2008	5,200	18,755	29.9%
August 2008	4,939	18,755	28.3%
September 2008	4,944	18,755	28.3%
October 2008	5,209	17,750	31.1%
November 2008	5,106	17,932	30.3%
December 2008	4,569	17,932	27.3%
January 2009	4,636	17,932	27.4%
February 2009	4,597	18,032	27.1%
March 2009	4,564	18,032	26.9%
April 2009	4,700	18,032	27.6%
<b>TOTAL</b>	<b>57,675</b>	<b>219,417</b>	<b>28.0%</b>

**Table A5. Purchased Care Mail – Provider Region North AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR formula 1)</b>
May 2008	1,577	5,708	29.8%
June 2008	1,212	5,610	23.0%
July 2008	1,583	5,779	29.6%
August 2008	1,510	5,682	28.6%
September 2008	1,461	5,755	27.4%
October 2008	1,585	5,323	31.5%
November 2008	1,517	5,402	29.9%
December 2008	1,396	5,503	27.1%
January 2009	1,402	5,426	27.6%
February 2009	1,337	5,418	26.2%
March 2009	1,363	5,436	26.6%
April 2009	1,401	5,425	27.3%
<b>TOTAL</b>	<b>17,344</b>	<b>66,467</b>	<b>27.9%</b>

**Table A6. Purchased Care Mail – Provider Region South AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
May 2008	2,063	7,516	29.5%
June 2008	1,588	7,600	22.1%
July 2008	2,091	7,582	29.6%
August 2008	1,989	7,647	27.7%
September 2008	2,003	7,583	28.3%
October 2008	2,096	7,239	30.6%
November 2008	2,058	7,307	29.8%
December 2008	1,841	7,240	27.1%
January 2009	1,861	7,324	26.9%
February 2009	1,912	7,402	27.4%
March 2009	1,897	7,381	27.3%
April 2009	1,933	7,375	27.7%
<b>TOTAL</b>	23,332	89,196	27.8%

**Table A7. Purchased Care Mail – Provider Region West AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
May 2008	1,450	5,289	29.5%
June 2008	1,156	5,305	23.2%
July 2008	1,458	5,217	30.1%
August 2008	1,374	5,264	28.2%
September 2008	1,412	5,251	28.8%
October 2008	1,458	5,036	30.8%
November 2008	1,469	5,066	30.9%
December 2008	1,265	5,028	27.1%
January 2009	1,331	5,086	27.7%
February 2009	1,303	5,119	27.1%
March 2009	1,259	5,128	26.2%
April 2009	1,309	5,100	27.4%
<b>TOTAL</b>	16,244	61,889	28.1%

**Table A8. Purchased Care Mail – U.S. Family Health Plan AAPOR Response Rate**

Sample	Completes	Initial Sample	Response Rate (AAPOR Formula 1)
May 2008	71	169	43.6%
June 2008	59	165	37.3%
July 2008	46	109	46.0%
August 2008	60	126	50.4%
September 2008	60	139	44.8%
October 2008	69	149	47.9%
November 2008	62	155	41.4%
December 2008	67	157	43.2%
January 2009	42	93	46.2%
February 2009	45	89	52.3%
March 2009	45	84	54.9%
April 2009	57	130	45.6%
<b>TOTAL</b>	683	1565	45.3%

### Weighting

Statistical weights are included in the data to adjust for differing response rates among key demographic groups. The sampling weights were constructed using a post-stratification adjustment process called rim weighting, also known as raking estimation or sample balancing<sup>1</sup>. For Purchased Care Mail, the weights reflect each month's population of outpatients with respect to age, gender, beneficiary category, and service area (a combination of region and PSA status). For Direct Care Mail, the weights reflect each month's population of outpatients with respect to age, gender, beneficiary category, and region. In Direct Care a pre-weight of PSU ID is included. The rim weighting process is iterative, whereby the key variables (age, gender, beneficiary category and region) are weighted to match the population characteristics for these characteristics after a pre-weight of PSU ID is added. The Direct Care sampling plan accounts for differences between regions (or MTFs) by including Parent DMIS in the weighting scheme.

The weights on TROSS, for both Purchased and Direct Care sum to the total number of outpatients within each calendar month. The weights provide unbiased estimates both within a given month, for quarters, and across years.

### Civilian Benchmark Survey

Each quarter, a Civilian Benchmark survey was conducted using members of Synovate's Consumer Opinion Panel who have recently seen a provider for themselves or their child. Panel members were sent an email invitation to participate in the study and took the survey online. The

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<sup>1</sup> Deming, W. E., & Stephan, F. F. (1940). On a least squares adjustment of a sample frequency table when the expected marginal totals are known. *Annals of Mathematical Statistics*, 11, 427–444.

survey instruments were modified slightly to make them appropriate for civilians, but otherwise replicated the main TROSS instruments. For reporting purposes, respondents were categorized by type of visit (emergency, pediatric, primary care, or specialty care), age and gender. The benchmark scores reported in this annual report are based on respondents from four quarterly benchmark surveys. A detailed summary of the Civilian Benchmark is available in Appendix B.

### Composite Scores

Composites follow the C & G CAHPS standard calculation methods. For more information about the CAHPS Composites, visit:

<https://www.cahps.ahrq.gov/cahpskit/files/309-6 CG Reporting Measures 6pt.pdf>

- **Access to Care** – This C & G CAHPS composite focuses on questions relating to getting appointments and health care when needed. This is composed of five questions (Q8, 10, 13, 15, and 16): *Received appointment as soon as need for care you needed right away; Received appointment as soon as need for a check-up or routine care; Get an answer to your medical question during business hours on the same day you called; Receive answer as soon as needed after regular hours; and See provider within 15 minutes of your appointment time.*
- **Doctors Communicate** – This C & G CAHPS composite focuses on questions relating to how well doctors communicate. This is composed of six questions (Q17, 18, 20, 21, 22, and 23): *Explain things in an easy to understand way; Listen carefully to you; Give easy to understand instructions about your health care; Know the important information about your medical history; and Spend enough time with you.*
- **Office Staff** – This C & G CAHPS composite focuses on questions relating to the courteousness and helpfulness of office staff. This is composed of two questions (Q28 and 29) *Helpful as you thought they should be and Treat you with courtesy and respect.*

The DoD Composites (see Table A9) follow the same calculation methods as the C & G CAHPS Composites:

**Table A9. DoD Composites**

Composite Name	Question	Response Option
<b>Feelings Toward MHS</b>	Q30. I am a partner with my health care team	% Somewhat agree and strongly agree
	Q31. Military Health System was designed just for me	% Somewhat agree and strongly agree
	Q32. Overall rating of health care	% Scores 9 and 10
	Q34. Overall rating of TRICARE Prime	% Scores 9 and 10
	Q36. Overall rating of TRICARE Standard, Extra, or TRICARE for Life benefits	% Scores 9 and 10
<b>Mental Health Care</b>	Q37c. How much a problem was to get treatment or counseling	% Not a problem
	Q37D. Rating of treatment or counseling	% Scores 8, 9, and 10

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**Appendix B:**  
**Civilian Benchmark Survey**



## **Civilian Benchmark Survey**

One of the goals of TROSS is to compare the satisfaction of TRICARE beneficiaries to a relevant external benchmark. To this end, a Civilian Benchmark survey is conducted each quarter, whereby an external population is surveyed using instruments as similar as possible to the TROSS instruments. The resulting data are then adjusted to correct for certain differences between TROSS respondents and the external respondents—in particular, differences in age, gender, and type of healthcare received.

This section describes the methods employed in conducting this quarterly benchmark survey and in calculating benchmark scores to which TROSS scores can be appropriately and meaningfully compared.

### **Civilian Benchmark Sample**

The sample for the Civilian Benchmark survey is drawn from Synovate's Consumer Opinion Panel, which comprises roughly 500,000 households in the United States. The panel is designed to be broadly representative of the general population of the United States, and the particular sample that is drawn for the Civilian Benchmark survey is further balanced to ensure that it resembles the U.S. population in terms of region, income, household size, age, and population density.

Respondents to the Civilian Benchmark survey are screened to determine whether they have had a recent outpatient experience. In the first two quarters of 2008, Civilian Benchmark respondents were required to have had an outpatient experience in the preceding 12 months. In the second two quarters of 2008, the design was enhanced to distinguish between those who had had an outpatient experience in the previous 3 months versus those who had an outpatient experience in the previous 12 months. Respondents who did not meet these criteria were not included in the Civilian Benchmark survey. The Civilian Benchmark surveys includes outpatient experiences of both adults and children.

In each of the first two quarters of 2008, 5,000 panel members were selected into the sample; in each of the next two quarters, after the design was enhanced to distinguish between outpatient experiences in the previous 3 versus 12 months, 7,500 panel members were selected. In general, the response rate was around 25%, such that roughly 1,675 individuals responded in each of the first two quarters, and roughly 2,025 in each of the next two quarters.

### **Civilian Benchmark Instruments**

The Civilian Benchmark instruments are designed to be as similar as possible to the TROSS while, at the same time, being appropriate for a general civilian population. Consumer Opinion Panel members who are selected into the benchmark sample are sent an email invitation to participate in the survey online. After one week, those who have not responded are sent a second email invitation. Data collection continues for one more week and concludes two weeks after the initial invitation was sent.

In general, the online survey resembles the Internet version of the TROSS, and the rules concerning entry of responses etc. are identical. For example, as in TROSS itself, all questions must be answered in order for a respondent's data to be treated as a complete return.

### **Calculation of Civilian Benchmark Scores**

Civilian Benchmark respondents differ from TROSS respondents in demographic and other respects, and there is reason to believe that some of these differences will affect respondents' assessments of their healthcare experiences and satisfaction. Consequently, there are statistical adjustments made in order to obtain benchmark scores that are relevant to the TROSS.

There are three important ways in which benchmark respondents tend to differ from TROSS respondents: age, gender, and type of health care received (emergency care, pediatric care, primary care, or specialty care). Furthermore, TROSS respondents are not homogeneous on these dimensions; in fact, Direct Care respondents and Purchased Care respondents differ greatly in age, gender, and type of care received. Consequently, three sets of benchmark scores are calculated: benchmarks for TROSS Direct Care scores, benchmarks for TROSS Purchased Care scores, and benchmarks for TROSS overall scores (Direct Care and Purchased Care combined). Table B1 provides an example using the Balanced Scorecard cut of Q32 *Overall Satisfaction with Outpatient Care*.

To make these adjustments, benchmark respondents are classified into 17 subgroups that represent different combinations of age, gender, and type of health care received (see Column A). Survey scores are calculated *within* these 17 subgroups. Column B,  $S_i$ , represents the score given by 2009 benchmark respondents who fall into each of these 17 categories. Columns C, D, and E show the percentages of TROSS respondents in these 17 different subgroups for Direct Care ( $P_{DC,i}$ ), for Purchased Care ( $P_{PC,i}$ ), and MHS Wide ( $P_i$ ).

In order to calculate the benchmark for the TROSS Direct Care score with a top-three box rating (8, 9, or 10) on Q32 *Overall Satisfaction with Outpatient Care*, we combine the scores given by benchmark respondents in the 17 categories with the percentages of TROSS respondents who fall in the 17 categories:

$$\text{DC Benchmark} = \sum_{i=1}^{17} P_{DC,i} S_i = (3.64\%)(0.622) + (10.39\%)(0.7742) + \dots$$

Then, we sum the benchmark scores in the 17 subgroups using allocation parameters that weight them to resemble the percentages of TROSS 2009 Direct Care respondents in the 17 subgroups. This results in a 2009 Direct Care benchmark score of 66.60% for *Overall Satisfaction with Outpatient Care*.

$$\text{PC Benchmark} = \sum_{i=1}^{17} P_{PC,i} S_i = (1.98\%)(0.622) + (7.52\%)(0.7742) + \dots$$

$$\text{MHS Wide Benchmark} = \sum_{i=1}^{17} P_i S_i = (2.57\%)(0.622) + (8.54\%)(0.7742) + \dots$$

When calculating benchmark scores in this manner, it levels the playing field with respect to age, gender, and type of care. Simply put, the benchmark score answers the question, How would the general civilian healthcare system score on the TROSS *if* its patient population resembled the TROSS respondent population in terms of age, gender, and type of care? By adjusting for these differences, we arrive at fair benchmarks for TROSS scores.

**Table B1. Civilian Benchmark Allocation Parameters**

Column A	Column B	Column C	Column D	Column E
	2009 benchmark respondents' score for Q32	% TROSS 2009 DC respondents	% TROSS 2009 PC respondents	% TROSS MHS Wide respondents
Subgroup	$S_i$	$P_{DC,i}$	$P_{PC,i}$	$P_i$
ER Only (no children)	62.20	3.64	1.98	2.57
Child (ER, Primary, Specialty) - All genders	77.42	10.39	7.52	8.54
18-34 Specialty Care Both Genders	68.02	21.06	5.55	11.04
35-54 Specialty Care Male	62.32	7.64	2.92	4.59
35-54 Specialty Care Female	71.41	4.27	5.18	4.86
55-64 Specialty Care Male	78.42	1.64	3.08	2.57
55-64 Specialty Care Female	71.04	1.22	4.01	3.02
65+ Specialty Care Male	85.35	1.50	10.51	7.32
65+ Specialty Care Female	89.57	0.84	11.23	7.55
18-34 Primary Care Male	51.25	13.64	0.88	5.40
18-34 Primary Care Female	59.83	11.56	3.07	6.08
35-54 Primary Care Male	62.90	9.53	2.72	5.14
35-54 Primary Care Female	71.72	5.63	4.64	4.99
55-64 Primary Care Male	75.06	2.23	2.90	2.66
55-64 Primary Care Female	76.33	1.93	4.26	3.44
65+ Primary Care Male	89.02	1.71	13.31	9.20
65+ Primary Care Female	86.97	1.58	16.22	11.03

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**Appendix C:**  
**Adult Survey Instrument**







According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

**Authority:** 10 U.S.C., Chapter 55; Section 706, Public Law 102-484; E.O. 9397.

**Purpose:** This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

**Routine Uses:** None

**Disclosure:** Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

#### PRIVACY STATEMENT

*Providing information in this survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond.*

*However, maximum participation is encouraged so that the data will be complete and representative. Your survey response will be treated as confidential, identifying information will be used only by person engaged in, and for the purposes of, the survey research.*

*However, if during this survey you indicate a direct threat to harm yourself or others, we are required to forward information about that threat to appropriate authorities for action, which will likely include their contacting you.*

#### YOUR HEALTH PROVIDER

1. Our records show that you got care from the provider or at the location named below on (POP IN VISIT DATE).

(POP IN PROVIDER OR MTF)

Is that right?

☐ Yes ☐ No → **Go to #30**

*A health provider is a doctor, nurse or anyone else you would see for health care. The questions in this survey booklet will refer to the provider you saw on (POP IN VISIT DATE) as "this provider." Please think of that provider as you answer the survey. Even if you only saw this provider once this year, please fill out this survey.*

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

☐ Yes ☐ No

3. How long have you been going to this provider?

☐ Less than 6 months  
☐ At least 6 months but less than 1 year  
☐ At least 1 year but less than 3 years  
☐ At least 3 years but less than 5 years  
☐ 5 years or more

- 3a. How much do you agree with the following statement?

In general, I am able to see my provider when needed.

☐ Strongly Disagree  
☐ Disagree  
☐ Neither Agree nor Disagree  
☐ Agree  
☐ Strongly Agree

- 3b. How many days did you have to wait between making the appointment and actually seeing a provider?

☐ Same day ☐ 8 to 30 days  
☐ 1 to 7 days ☐ 31 days or more

- 3c. Overall, how satisfied are you with the health care you received?

☐ Completely Dissatisfied  
☐ Somewhat Dissatisfied  
☐ Neither Satisfied nor Dissatisfied  
☐ Somewhat Satisfied  
☐ Completely Satisfied

#### YOUR CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

*These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include any times you went for dental care visits.*

4. In the last 12 months, how many times did you visit this provider to get care for yourself?

☐ None → **Go to #30**  
☐ 1 time ☐ 4  
☐ 2 ☐ 5 to 9  
☐ 3 ☐ 10 or more times

5. In the last 12 months, did you make an appointment with this provider's office by phone?

☐ Yes ☐ No → **Go to #7**

6. In the last 12 months, when you made an appointment through the phone how would you rate the ease of making this appointment?

☐ Excellent ☐ Fair  
☐ Very good ☐ Poor  
☐ Good

7. In the last 12 months, did you phone this provider's office to get an appointment for an illness, injury, or condition that needed care right away?

☐ Yes ☐ No → **Go to #9**

8. In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you thought you needed?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
9. In the last 12 months, did you make any appointments for a check-up or routine care with this provider?
- ☐ Yes      ☐ No → [Go to #11](#)
10. In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you thought you needed?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
11. What was the biggest problem you had, if any, in scheduling appointments? *Please mark only one.*
- ☐ N/A - I did not need an appointment  
☐ I did not have any problems in scheduling appointments  
☐ No appointment was available  
☐ I could not get an appointment that worked with my schedule  
☐ No consult or referral was in the system  
☐ Phone was busy and I couldn't get through  
☐ No one would answer the phone  
☐ I was on hold too long  
☐ Process to schedule an appointment was too long  
☐ Other (Please specify):  
\_\_\_\_\_  
\_\_\_\_\_
12. In the last 12 months, did you phone this provider's office with a medical question during regular office hours?
- ☐ Yes      ☐ No → [Go to #14](#)
13. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
14. In the last 12 months, did you phone this provider's office with a medical question after regular office hours?
- ☐ Yes      ☐ No → [Go to #16](#)
15. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
16. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
17. In the last 12 months, how often did this provider explain things in a way that was easy to understand?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
18. In the last 12 months, how often did this provider listen carefully to you?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
19. In the last 12 months, did you talk with this provider about any health problems or concerns?
- ☐ Yes      ☐ No → [Go to #21](#)
20. In the last 12 months, how often did this provider give you easy to understand instructions about taking care of these health problems or concerns?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
21. In the last 12 months, how often did this provider seem to know the important information about your medical history?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
22. In the last 12 months, how often did this provider show respect for what you had to say?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
23. In the last 12 months, how often did this provider spend enough time with you?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
- 24a. In the last 12 months, did you take any prescription medicine?
- ☐ Yes      ☐ No → [Go to #25](#)
24. In the last 12 months, how often did this provider talk with you about all the different prescription medicines you are using, including medicines prescribed by other providers?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always

25. In the last 12 months, did this provider order a blood test, x-ray or other test for you?

☐ Yes ☐ No → [Go to #27](#)

26. In the last 12 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

27. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Worst provider possible Best provider possible

### CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

28. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

29. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

### YOUR HEALTH CARE

*For the next two questions, thinking about the Military Health System, how much would you agree with the following statements:*

30. I am a partner with my health care team. They know and care about improving my health.

☐ No Opinion  
☐ Strongly Disagree  
☐ Somewhat Disagree  
☐ Neither Agree nor Disagree  
☐ Somewhat Agree  
☐ Strongly Agree

31. It feels like the Military Health System was designed just for me.

☐ No Opinion  
☐ Strongly Disagree  
☐ Somewhat Disagree  
☐ Neither Agree nor Disagree  
☐ Somewhat Agree  
☐ Strongly Agree

32. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate your health care?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Worst health care possible Best health care possible

33. Are you enrolled in TRICARE Prime?

☐ Yes, enrolled  
☐ No, not enrolled → [Go to #35](#)  
☐ Not sure if enrolled → [Go to #35](#)

34. Using any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate TRICARE Prime?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Worst health plan possible Best health plan possible

35. Have you used TRICARE Standard, Extra or TRICARE for Life benefits?

☐ Yes, have used benefits  
☐ No, have not used benefits → [Go to #37](#)  
☐ Not sure if used TRICARE Standard, Extra or TRICARE for Life benefits → [Go to #37](#)

36. Using any number from 0 to 10 where 0 is the worst benefits possible and 10 is the best benefits possible, what number would you use to rate TRICARE Standard, Extra or TRICARE for Life benefits?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Worst benefits possible Best benefits possible

37. The time(s) that you used a non-military treatment facility (non MTF), which of the following explain(s) why you did NOT receive care at a military treatment facility (MTF)? *Please mark all that apply.*

☐ N/A - Have only used an MTF  
☐ Too difficult to get appointment at an MTF  
☐ I cannot see the same provider each time  
☐ Referred to a non-MTF provider  
☐ I get better care from civilian providers  
☐ The services I need are not available  
☐ Used non-TRICARE insurance  
☐ The MTF I use has been closed  
☐ Needed care because of an emergency  
☐ Prefer to see regular non-MTF physician  
☐ I never get care at an MTF  
☐ MTF is too far away  
☐ Difficulty in getting to an MTF  
☐ Not eligible for care at an MTF  
☐ Other (Please specify):  
\_\_\_\_\_  
\_\_\_\_\_

37a. In general, how would you rate your overall mental or emotional health now?

- ☐ Excellent      ☐ Fair  
☐ Very good      ☐ Poor  
☐ Good

37b. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- ☐ Yes      ☐ No → **Go to #38**

37c. In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?

- ☐ A big problem  
☐ A small problem  
☐ Not a problem

37d. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

- 0    1    2    3    4    5    6    7    8    9    10  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Worst treatment or  
counseling possible

Best treatment or  
counseling possible

#### ABOUT YOU

38. In general, how would you rate your overall health?

- ☐ Excellent      ☐ Fair  
☐ Very good      ☐ Poor  
☐ Good

39. A health provider is a doctor, nurse or anyone else you would see for health care. In the past 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

- ☐ Yes      ☐ No → **Go to #41**

40. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- ☐ Yes      ☐ No

41. Do you need to take medicine prescribed by a provider? Do not include birth control.

- ☐ Yes      ☐ No → **Go to #43**

42. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- ☐ Yes      ☐ No

43. What is your age?

- ☐ 18 to 24      ☐ 55 to 64  
☐ 25 to 34      ☐ 65 to 74  
☐ 35 to 44      ☐ 75 or older  
☐ 45 to 54

44. Are you male or female?

- ☐ Male      ☐ Female

45. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less  
☐ Some high school, but did not graduate  
☐ High school graduate or GED  
☐ Some college or 2-year degree  
☐ 4-year college graduate  
☐ More than 4-year college degree

46. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino  
☐ No, not Hispanic or Latino

47. What is your race? *Please mark one or more.*

- ☐ White  
☐ Black or African American  
☐ Asian  
☐ Native Hawaiian or other Pacific Islander  
☐ American Indian or Alaskan Native

48. Did someone help you complete this survey?

- ☐ Yes → **Go to #49**  
☐ No → **THANK YOU. PLEASE RETURN THE COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE**

49. How did that person help you? *Mark all that apply.*

- ☐ Read the questions to me  
☐ Wrote down the answers I gave  
☐ Answered the questions for me  
☐ Translated the questions into my language  
☐ Helped in some other way  
(Please print)

\_\_\_\_\_  
\_\_\_\_\_

**THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY!** Your generous contribution will greatly aid efforts to improve the health of our military community.

**Return your survey in the postage-paid envelope.** If the envelope is missing, please send to:

Office of the Assistant Secretary of Defense (HA)  
TMA/HPAE  
c/o Synovate  
PO Box 5030  
Chicago, IL 60680-4135

**Appendix C:**  
**Child Survey Instrument**





According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

**Authority:** 10 U.S.C., Chapter 55; Section 706, Public Law 102-484; E.O. 9397.

**Purpose:** This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

**Routine Uses:** None

**Disclosure:** Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

#### PRIVACY STATEMENT

*Providing information in this survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond.*

*However, maximum participation is encouraged so that the data will be complete and representative. Your survey response will be treated as confidential, identifying information will be used only by person engaged in, and for the purposes of, the survey research.*

*However, if during this survey you indicate a direct threat to harm yourself or others, we are required to forward information about that threat to appropriate authorities for action, which will likely include their contacting you.*

#### YOUR CHILD'S HEALTH PROVIDER

Please answer the questions for (POP IN SAMPLE NAME).

Please do not answer for any other children.

1. Our records show that your child got care from the provider or at the location named below on (POP IN VISIT DATE).

(POP IN PROVIDER NAME or MTF)

Is that right?

☐ Yes ☐ No → **Go to #30**

A health provider is a doctor, nurse or anyone else your child would see for health care. The questions in this survey booklet will refer to the provider your child saw on (POP IN VISIT DATE) as "this provider." Please think of that provider as you answer the survey. Even if your child only saw this provider once this year, please fill out the survey.

2. Is this the provider you usually see if your child needs a check-up or gets sick or hurt?

☐ Yes ☐ No

3. How long has your child been going to this provider?

☐ Less than 6 months  
☐ At least 6 months but less than 1 year  
☐ At least 1 year but less than 3 years  
☐ At least 3 years but less than 5 years  
☐ 5 years or more

- 3a. How much do you agree with the following statement?

In general, my child is able to see his or her provider when needed.

☐ Strongly Disagree  
☐ Disagree  
☐ Neither Agree nor Disagree  
☐ Agree  
☐ Strongly Agree

- 3b. How many days did you have to wait between making your child's appointment and actually seeing a provider?

☐ Same day ☐ 8 to 30 days  
☐ 1 to 7 days ☐ 31 days or more

- 3c. Overall, how satisfied are you with the health care your child received?

☐ Completely Dissatisfied  
☐ Somewhat Dissatisfied  
☐ Neither Satisfied nor Dissatisfied  
☐ Somewhat Satisfied  
☐ Completely Satisfied

#### YOUR CHILD'S CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 12 months, how many times did your child visit this provider to get care?

☐ None → **Go to #30**  
☐ 1 time ☐ 4  
☐ 2 ☐ 5 to 9  
☐ 3 ☐ 10 or more times

5. In the last 12 months, did you make an appointment for your child with this provider's office by phone?

☐ Yes ☐ No → **Go to #7**

6. In the last 12 months, when you made an appointment for your child by phone how would you rate the ease of making this appointment?

☐ Excellent ☐ Fair  
☐ Very good ☐ Poor  
☐ Good

7. In the last 12 months, did you phone this provider's office to get an appointment for your child for an illness, injury, or condition that needed care right away?

☐ Yes ☐ No → **Go to #9**



8. In the last 12 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as you thought your child needed?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
9. In the last 12 months, did you make any appointments for a check-up or routine care for your child with this provider?
- ☐ Yes ☐ No → [Go to #11](#)
10. In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as you thought your child needed?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
11. What was the biggest problem you had, if any, in scheduling appointments? *Please mark only one.*
- ☐ N/A – My child did not need an appointment  
☐ I did not have any problems in scheduling appointments  
☐ No appointment was available  
☐ I could not get an appointment that worked with my schedule  
☐ No consult or referral was in the system  
☐ Phone was busy and I couldn't get through  
☐ No one would answer the phone  
☐ I was on hold too long  
☐ Process to schedule an appointment was too long  
☐ Other (Please specify):  


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12. In the last 12 months, did you phone this provider's office with a medical question about your child during regular office hours?
- ☐ Yes ☐ No → [Go to #14](#)
13. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
14. In the last 12 months, did you phone this provider's office with a medical question about your child after regular office hours?
- ☐ Yes ☐ No → [Go to #16](#)
15. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
16. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
17. In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
18. In the last 12 months, how often did this provider listen carefully to you?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
19. In the last 12 months, did you talk with this provider about any problems or concerns you had about your child's health?
- ☐ Yes ☐ No → [Go to #21](#)
20. In the last 12 months, how often did this provider give you easy to understand instructions about taking care of these health problems or concerns?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
21. In the last 12 months, how often did this provider seem to know the important information about your child's medical history?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
22. In the last 12 months, how often did this provider show respect for what you had to say?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
23. In the last 12 months, how often did this provider spend enough time with your child?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always
- 24a. In the last 12 months, did your child take any prescription medicine?
- ☐ Yes ☐ No → [Go to #25](#)
24. In the last 12 months, how often did this provider talk with you about all of the different prescription medicines your child is using, including medicines prescribed by other providers?
- ☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always



25. In the last 12 months, did this provider order a blood test, x-ray or other test for your child?

☐ Yes ☐ No → [Go to #27](#)

26. In the last 12 months, when this provider ordered a blood test, x-ray or other test for your child, how often did someone from this provider's office follow up to give you those results?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

27. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst provider possible					Best provider possible					

### CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

28. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

29. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

### YOUR CHILD'S HEALTH CARE

*For the next two questions, thinking about the Military Health System, how much would you agree with the following statements:*

30. I am a partner with my health care team. They know and care about improving my child's health.

☐ No Opinion  
☐ Strongly Disagree  
☐ Somewhat Disagree  
☐ Neither Agree nor Disagree  
☐ Somewhat Agree  
☐ Strongly Agree

31. It feels like the Military Health System was designed just for my child.

☐ No Opinion  
☐ Strongly Disagree  
☐ Somewhat Disagree  
☐ Neither Agree nor Disagree  
☐ Somewhat Agree  
☐ Strongly Agree

32. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate your child's health care?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst health care possible					Best health care possible					

33. Is your child enrolled in TRICARE Prime?

☐ Yes, enrolled  
☐ No, not enrolled → [Go to #35](#)  
☐ Not sure if enrolled → [Go to #35](#)

34. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate TRICARE Prime?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst health plan possible					Best health plan possible					

35. Has your child used TRICARE Standard, Extra, or TRICARE for Life benefits?

☐ Yes, have used benefits  
☐ No, have not used benefits → [Go to #37](#)  
☐ Not sure if used TRICARE Standard, Extra or TRICARE for Life benefits → [Go to #37](#)

36. Using any number from 0 to 10, where 0 is the worst benefits possible and 10 is the best benefits possible, what number would you use to rate TRICARE Standard, Extra or TRICARE for Life benefits?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst benefits possible					Best benefits possible					

37. The time(s) that you used a non-military treatment facility (non MTF), which of the following explain(s) why your child did NOT receive care at a military treatment facility (MTF)? *Please mark all that apply.*

☐ N/A - Have only used an MTF  
☐ Too difficult to get appointment at an MTF  
☐ I cannot see the same provider each time  
☐ Referred to a non-MTF provider  
☐ I get better care from civilian providers  
☐ The services I need are not available  
☐ Used non-TRICARE insurance  
☐ The MTF I use has been closed  
☐ Needed care because of an emergency  
☐ Prefer to see a regular non-MTF physician  
☐ I never get care at an MTF  
☐ MTF is too far away  
☐ Difficulty in getting to an MTF  
☐ Not eligible for care at an MTF  
☐ Other (Please specify):  
\_\_\_\_\_  
\_\_\_\_\_

37a. In general, how would you rate your child's overall mental or emotional health now?

- |                                    |                               |
|------------------------------------|-------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Fair |
| <input type="checkbox"/> Very good | <input type="checkbox"/> Poor |
| <input type="checkbox"/> Good      |                               |

37b. In the last 12 months, did your child need any treatment or counseling for a personal or family problem?

- ☐ Yes      ☐ No → **Go to #38**

37c. In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling your child needed through your health plan?

- ☐ A big problem  
☐ A small problem  
☐ Not a problem

37d. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 12 months?

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Worst treatment or counseling possible      Best treatment or counseling possible

#### ABOUT YOUR CHILD AND YOU

38. In general, how would you rate your child's overall health?

- |                                    |                               |
|------------------------------------|-------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Fair |
| <input type="checkbox"/> Very good | <input type="checkbox"/> Poor |
| <input type="checkbox"/> Good      |                               |

39. What is your child's age?

- ☐ Less than 1 year old  
\_\_\_\_ YEARS OLD *Write in.*

40. Is your child male or female?

- ☐ Male      ☐ Female

41. Is your child of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino  
☐ No, not Hispanic or Latino

42. What is your child's race? *Mark one or more.*

- ☐ White  
☐ Black or African American  
☐ Asian  
☐ Native Hawaiian or other Pacific Islander  
☐ American Indian or Alaskan Native

43. What is your age?

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 55 to 64    |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 65 to 74    |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 75 or older |
| <input type="checkbox"/> 45 to 54 |                                      |

44. Are you male or female?

- ☐ Male      ☐ Female

45. What is the highest grade or level of school that **you** have completed?

- ☐ 8th grade or less  
☐ Some high school, but did not graduate  
☐ High school graduate or GED  
☐ Some college or 2-year degree  
☐ 4-year college graduate  
☐ More than 4-year college degree

46. How are you related to the child?

- ☐ Mother or father  
☐ Grandparent  
☐ Aunt or uncle  
☐ Older brother or sister  
☐ Other relative  
☐ Legal guardian  
☐ Someone else: \_\_\_\_\_

47. Did someone help you complete this survey?

- ☐ Yes → **Go to #48**  
☐ No → **THANK YOU. PLEASE RETURN THE COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE**

48. How did that person help you? *Mark all that apply.*

- ☐ Read the questions to me  
☐ Wrote down the answers I gave  
☐ Answered the questions for me  
☐ Translated the questions into my language  
☐ Helped in some other way  
(Please print)

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**THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY!** Your generous contribution will greatly aid efforts to improve the health of our military community.

**Return your survey in the postage-paid envelope.** If the envelope is missing, please send to:

Office of the Assistant Secretary of Defense (HA)  
TMA/HPAE  
c/o Synovate  
PO Box 5030  
Chicago, IL 60680-4135